



# **TECHNOLOGY USER GUIDE**

## **Michigan**

Data Recognition Corporation (DRC)  
13490 Bass Lake Road  
Maple Grove, MN 55311

Direct: 1-866-593-9196  
Website: <https://mi.drcdirect.com/default.aspx>  
Email: [misupport@datarecognitioncorp.com](mailto:misupport@datarecognitioncorp.com)  
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# Section One: Introduction



### ■ DRC INSIGHT Online Learning System

The *DRC INSIGHT Technology User Guide* describes the components, both required and optional, that make up the DRC INSIGHT Online Learning System—a web-based, online interface used with a combination of software and hardware to provide a secure, online testing environment.

The DRC INSIGHT Online Learning System is a proven online testing system that successfully delivers secure statewide assessments.

The DRC INSIGHT Online Learning System delivers assessments and related resources online for all content areas and grade levels, as it incorporates computerized testing, related resources, dynamic reporting, and a suite of educator tools.

The DRC INSIGHT Online Learning System, or DRC INSIGHT, consists of a software interface that is available from a secure web browser and the Testing Site Manager or TSM (formerly known as the Local Caching Service [LCS]), to help manage network traffic, maintain connectivity, and handle bandwidth issues.

DRC INSIGHT also provides:

- Online Tools Training (OTT) to simulate online testing and allow students to practice using the testing interface's online tools.
- Optional, online tutorials, customized for each state.
- Optional testing accommodations.

### ■ About This Guide

This guide is designed primarily for Technology Coordinators (TCs) who are responsible for setting up, managing online testing, and ensuring their systems work effectively and securely. We assume that all TCs are knowledgeable about the technical details of the Windows and Mac (OS X) operating systems and have the necessary security privileges to perform the tasks discussed in this guide.

This guide is also designed to help Interim Assessment Building Coordinators (IABCs) and MI–Access School Coordinators use DRC's INSIGHT Online Learning System more effectively. It provides help with configuration and installation. It also helps answer some common questions and provides troubleshooting tips.

## ■ INSIGHT Web Browser and INSIGHT Server

## ■ Testing Site Manager (TSM)

This guide is both an introduction and reference for DRC INSIGHT. It describes its features and user interface, and offers examples of how to configure, install, manage, and troubleshoot it. It is organized into an introduction, configuration and installation information for Windows and Mac (OS X) environments, how to use DRC INSIGHT and its components, tips and techniques for troubleshooting issues, and frequently asked questions (FAQs).

The main component of DRC INSIGHT is the secure web browser testing interface installed on each testing computer. This software communicates with the DRC INSIGHT server to provide online tools training and test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely. Throughout this User Guide, we refer to the secure web browser interface as simply INSIGHT.

INSIGHT also provides the Testing Site Manager (TSM), a powerful, web-based application that provides caching and a software toolbox to help you plan, configure, and manage your online testing environment.

The TSM offers two types of caching—content caching for tests and response caching for student test responses. Usually, you install the TSM caching software on one or two strategic computers with sufficient bandwidth to help manage and streamline communication between the test computers and the DRC INSIGHT server. DRC strongly recommends the TSM caching software for maximum performance.

At test time, the TSM content caching software sends its cached test items to the testing computers. During testing, if the test computers cannot communicate with the DRC INSIGHT server, the response caching software buffers and stores the test responses. When the response caching software is communicating with DRC, it sends test responses to the DRC INSIGHT server every 15 minutes.

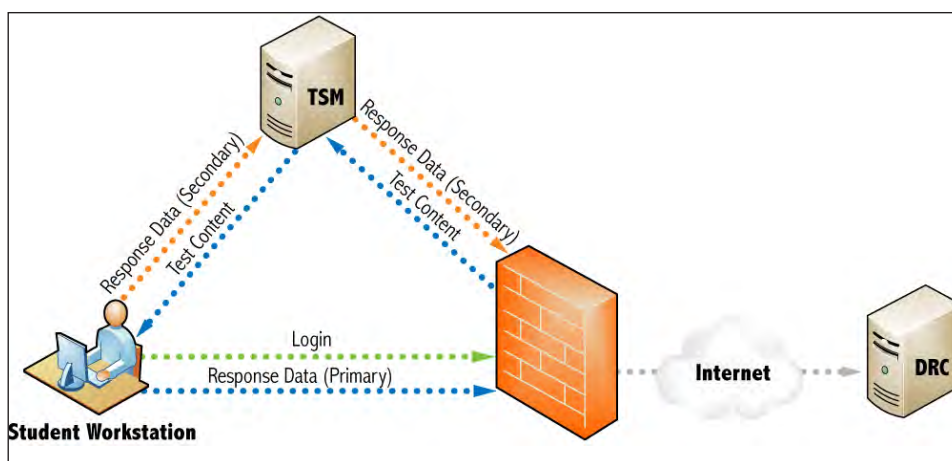


Figure 1-1: TSM Content and Response Caching



Even if DRC is not currently communicating with the testing computers, the test responses are still being stored for transmission to DRC, so no responses are lost.

**Note:** TSM response caching is used *during* a test session—students cannot start a test session if there is no communication between the INSIGHT server and the testing computer.

## ■ Local Caching Service (LCS)

In earlier releases of INSIGHT, the TSM caching software was referred to as the Local Caching Service (LCS). The new TSM offers all of the caching functionality of the LCS plus a suite of powerful software tools, including Load Simulation Tests and Ping Trend Graphs, to help sites prepare and manage their test environment.

**Note:** The suite of tools is configurable.

## ■ Online Tools Training (OTT)

DRC INSIGHT's Online Tools Training (OTT) allows students and administrators to become familiar with the online test environment and the suite of online testing tools. The OTT contains a series of sample test questions students can answer to become familiar with the tools and features available during online testing.

**Note:** It is important to install INSIGHT on the testing computers as early as possible to give students time to familiarize themselves with the INSIGHT test environment and the testing tools.

## ■ Human Voice Audio (HVA)

The DRC INSIGHT version of Human Voice Audio (HVA) combines standard HVA with Text-To-Speech (TTS). HVA allows a student to listen to the test read by a human voice; TTS allows a student to hear the test recorded by a computer-simulated voice. For the DRC INSIGHT version of HVA, a computerized voice reads the directions to the student and a human voice reads the test items.

**Note:** There is no separate installation required for HVA.

## ■ Text-To-Speech (TTS)

INSIGHT offers a special testing accommodation called Text-To-Speech (TTS). TTS allows a student to hear the test recorded by a computer-simulated voice.

**Note:** There is no separate installation required for TTS.

# Section Two: Configuration



## ■ What's Covered in This Section

This section describes the specific hardware, software, network, and desktop requirements to configure INSIGHT, the Testing Site Manager (TSM), and automatic software updates.

This section also discusses additional tasks Technology Coordinators (TCs) perform to configure the INSIGHT software environment. TCs can configure INSIGHT to connect directly to the DRC servers and databases through the Internet. They also can configure INSIGHT to use with TSM systems.

The following is a checklist of the tasks TCs must successfully complete before and during testing to use INSIGHT and the TSM.

### ***Before Testing***

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- ✓ Review the DRC INSIGHT Online Learning System Technology User Guide.
- ✓ Uninstall the old TSM (or LCS) software if applicable (see the Installation sections).
- ✓ Uninstall the old INSIGHT software if applicable (see the Installations sections).
- ✓ Install the new TSM software (see the Installation sections).
- ✓ Install the new INSIGHT software (see the Installation sections).
- ✓ Start the TSM and 'name' it using following naming convention: *district+school+location in building* (see "Using the TSM" on page 59).
- ✓ Complete a System Readiness Check on each testing computer (see "What is the System Readiness Check?" on page 84).
- ✓ Run at least one OTT test (see "Online Tools Training (OTT)" on page 55).
- ✓ For Text-To-Speech (TTS) or Human Voice Audio (HVA) testing computers, review the "Text-To-Speech (TTS) Configuration" on page 18 and "Human Voice Audio (HVA) Configuration" on page 19.

### ***During Testing***

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- ✓ On the first day of testing, verify that all tests display a status of **Up to Date** in the TSM (see "Using the TSM" on page 59).
- ✓ During testing, monitor student responses on the TSM (see "Viewing Unsent Student Test Responses" on page 64 to ensure that the value for Unsent Tests is 0 (zero)).

## INSIGHT System Requirements

The following table lists the minimum hardware and software requirements for INSIGHT on testing computers using the operating system platforms—Windows and Mac (OS X). Standard interface devices such as mice, keyboards, touchpads, headphones, microphones, and earphones (for HVA or TTS) are supported.

### Notes:

- Tablet devices, such as the iPad® and Android™, as well as Chromebooks™, are not supported
- A TSM is required for HVA or TTS.
- There is no separate installation for HVA or TTS.
- For Mac installations, Mac Server software is not supported.

OS/ Versions	Processor	Memory	Disk Space	Monitor Size/ Resolution
<b>Windows</b> <ul style="list-style-type: none"> <li>• Windows XP with Service Pack 3 or greater</li> <li>• Windows Vista<sup>‡</sup></li> <li>• Windows 7<sup>‡</sup></li> <li>• Windows 8 (including 8.1)</li> <li>• Windows Server 2003</li> <li>• Windows Server 2008</li> </ul>	1 GHz	<b>Minimum:</b> 512 MB RAM  <b>Recommended:</b> 1 GB	100 MB	<b>Minimum:</b> 9.5 inches with a resolution of 800 x 600  <b>Recommended:</b> 13 inches with a resolution of 1024 x 768 or higher.
<b>Mac (OS X)</b> <ul style="list-style-type: none"> <li>• OS X 10.6.8</li> <li>• OS X 10.7</li> <li>• OS X 10.8</li> <li>• OS X 10.9</li> </ul>				

Table 2-1: INSIGHT System Requirements

<sup>‡</sup>HVA is not supported for Windows Vista.

<sup>‡</sup>DRC recommends Windows 7.

## Automatic Software Updates

You can specify that INSIGHT perform automatic software updates to the testing computers. To do this, check the Enable Automatic Update checkbox on the INSIGHT Automatic Update dialog box during the INSIGHT installation process (see the Installation sections). You can modify this setting by using the System Readiness Check software application (see “Setting DRC INSIGHT Properties” on page 94).

- If the Auto Updates feature is enabled, the software checks the version each time INSIGHT is launched, and downloads and installs software updates automatically.
- If the Auto Updates feature is disabled, the software also checks the version when INSIGHT starts.
  - When students attempt to log in to a test, they are notified they do not have the latest version of the software and cannot continue.
  - You must update the software manually by downloading the latest version from eDIRECT and reinstalling.
  - You can run a System Readiness Check any time to confirm that you have the latest version of INSIGHT software (see “Using the System Readiness Check” on page 85).
- Update your software *before* testing begins to avoid delays. Schools will be notified when and if they need to update INSIGHT on their testing computers.

**Note:** Updates do not require administrative rights, but you must have write privileges to the installation folder.

### ***Network Requirements for Testing Computers***

#### ***Network Connectivity***

To ensure proper network connectivity for testing, keep the following information in mind:

- All testing computers should have access to the Internet and be able to access the DRC servers using HTTP/HTTPS protocols on ports 80 and 443.
- All firewalls at the testing computer and the network level should allow connectivity on ports 80 and 443.
- Make sure that you whitelist the URLs below on the content filtering systems or other proxy/firewall software that you use locally:
  - `http://mi-insight-client.drcedirect.com`
  - `https://mi-insight.drcedirect.com`
  - `https://wbte.drcedirect.com`
- If your location uses an Internet connection idle timeout, please verify that the timeout limit is sufficient to allow students to complete testing.
- DRC recommends allowing INSIGHT traffic to bypass your firewalls and proxies if possible.

For more information, see “Question 1: I Don’t Know What to Whitelist, Allow, or Unblock?” on page 114 in Appendix B.

#### ***Wireless Networking***

INSIGHT supports wireless networks. However, sites may experience issues on less reliable wireless networks, or if too many students attempt to connect to a single access point.

#### ***Desktop Monitoring***

**Important:** If your testing location uses remote desktop monitoring software to monitor the computers that will be used for testing, you **should disable the monitoring software on these computers during test times to guarantee adequate security**. The particular steps you need to take vary, depending on the monitoring software you are using and the operating system of the testing computer.

**Note:** If it is not feasible to disable your monitoring software, you must ensure that any staff members who can use the monitoring software refrain from using it during testing periods.

### ***INSIGHT Bandwidth and Connectivity Requirements***

To start a test, INSIGHT contacts DRC to log in. After a successful login, INSIGHT downloads the test from the TSM DRC (or the TSM if available). INSIGHT sends answers to DRC every time the page is changed (or to the TSM if communication with DRC is lost\*).

- INSIGHT must maintain connectivity to the Internet or a TSM throughout the test.
- INSIGHT supports wireless networks.

\*If a testing computer cannot communicate with DRC, the student cannot log on to start a test.

**Note:** HVA tests contain audio files which makes the test size larger and the download time longer.

### ■ The TSM

The TSM offers two types of caching: Content Caching to cache tests and test items, and Response Caching to cache student responses. If you are using Response Caching and the Internet connection to DRC fails, students can continue testing. When the TSM is communicating with DRC, it transmits its cached response information every 15 minutes.

DRC recommends using a TSM whenever possible. It is required for TTS, and HVA, and VSL.

### ■ Benefits and Features

A TSM offers many benefits and features:

- You can install the TSM using an easy-to-use installation wizard (requires administrative rights).
- You can populate the TSM with test content using its Content Caching option. After the content is installed, updates to test content are automatically downloaded.
- A TSM typically reduces bandwidth traffic for schools by about 50% when downloading test content.

### ■ Connection Information

A TSM can help students during exams:

- With no TSM, the testing computers submit answers directly to the DRC servers through the Internet. If that communication stalls because the Internet connection is congested, messages between the testing computers and DRC are delayed. If the delay is too long, the software stops testing and the student loses the connection.
- With a TSM, if the communication stalls because the Internet connection is congested, the testing computer sends its answers to the TSM response cache. Every 15 minutes, the TSM attempts to automatically submit its collected test responses to DRC, which helps manage message traffic (you also can submit test responses manually).



## TSM System Requirements

The following table lists the minimum hardware and software requirements for the TSM on the two supported system platforms—Windows and Mac (OS X).

### Notes:

- A TSM is required for HVA or TTS.
- There is no separate installation for HVA or TTS.
- For Mac installations, Mac Server software is not supported.

OS/ Versions	Processor	Memory	Disk Space	Monitor Size/ Resolution	Supported Web Browsers
<b>Windows</b> <ul style="list-style-type: none"> <li>• Windows XP with Service Pack 3 or greater</li> <li>• Windows Vista<sup>‡</sup></li> <li>• Windows 7<sup>‡</sup></li> <li>• Windows 8 (including 8.1)</li> <li>• Windows Server 2003</li> <li>• Windows Server 2008</li> </ul> <b>Mac (OS X)</b> <ul style="list-style-type: none"> <li>• OS X 10.6.8</li> <li>• OS X 10.7</li> <li>• OS X 10.8</li> <li>• OS X 10.9</li> </ul>	1 GHz	1 GB RAM	1GB <sup>‡</sup>	<b>Minimum:</b> 9.5 inches with a resolution of 800 x 600  <b>Recommended:</b> 13 inches with a resolution of 1024 x 768 or higher	The following browsers are supported for the TSM: <ul style="list-style-type: none"> <li>• Internet Explorer versions 8 and 9.</li> </ul> <p><b>Note:</b> Internet Explorer 7 (IE7) is not supported to run the TSM software—you must use IE8 or higher.</p> <ul style="list-style-type: none"> <li>• The latest versions of Chrome, Firefox, and Safari.</li> </ul>

Table 2-2: TSM System Requirements

<sup>‡</sup>The amount of disk space required is based on the size and number of forms and audio files stored for each assessment. For example, a TSM with all forms installed may exceed 1 GB.

<sup>‡</sup>HVA is not supported for Windows Vista.

<sup>‡</sup>DRC recommends Windows 7.

### ***Text-To-Speech (TTS) Configuration***

The hardware and software requirements differ for TTS.

- You can install the TTS software on any machine whose hardware meets the minimum TTS system requirements—the TTS software also works for online testers that do not need it.
- Schools are responsible for supplying the headphones required for TTS.
- TTS requires a TSM with content caching and response caching.
- TTS does not run on remote or virtual configurations.
- TTS does not run on Windows Vista.

## ***Human Voice Audio (HVA) Configuration***

The hardware and software requirements differ for HVA:

- Schools are responsible for supplying the headphones required for HVA.
- HVA requires a TSM with content caching and response caching.
- HVA does not run on remote or virtual configurations.
- HVA does not run on Windows Vista.

### ***HVA Testing Considerations***

Students who test using HVA hear a TTS-synthesized voice for test directions and online help, and they hear a human voice for the test items.

To ensure that HVA works correctly, perform the following tasks.

#### **Before Testing**

- Complete a System Readiness Check and verify that the testing computer passes the Audio Capability test (see “System Readiness Check Tests” on page 90).
- Verify that the correct number of headphones are available and working.
- Adjust the volume on each testing computer to a comfortable level for the students.
- Check the student accommodations to ensure that oral administration has been assigned.

**Note:** All students for the Michigan K–1 Interim Assessment and MI–Access will have access.

#### **During Testing**

- Verify that when a student logs on, they see the audio buttons on the Welcome Student screen.
- If a student needs to adjust their computer’s volume during testing, they should click the **Options** button and select **Audio Settings**.

### **Windows 7 Desktop Font Size Requirements**

The testing computers' font size settings must match the test settings to guarantee that line breaks and other items display correctly during testing. The following table shows the correct font size setting for testing and how to specify it for the Windows 7 operating system.

Operating System	Font Size Setting	How to Check or Change
Windows 7	100% (Custom DPI)	Select <b>Control Panel–Appearance and Personalization–Display–Set custom text size (DPI)</b> .  When you click <b>Apply</b> , your new font size setting will be used in your Windows programs.

### **Enabling ClearType for Windows XP**

For the secure browser to display screen font characters correctly on Microsoft Windows, ClearType should be turned on. ClearType is turned on by default for Windows Vista and Windows 7, but is turned off by default on Windows XP.

To turn on ClearType for screen fonts for Windows XP, perform the following steps:

1. Select **Start–Control Panel–Appearance and Themes–Display**.
2. On the Appearance tab, click **Effects**.
3. Select the **Use the following method to smooth edges of screen fonts** checkbox and click **ClearType** in the list.

### **ClearType Tools**

The following Microsoft website provides tools to turn ClearType on or off and adjust the contrast:

<http://www.microsoft.com/typography/cleartype/cleartypeactivate.htm>

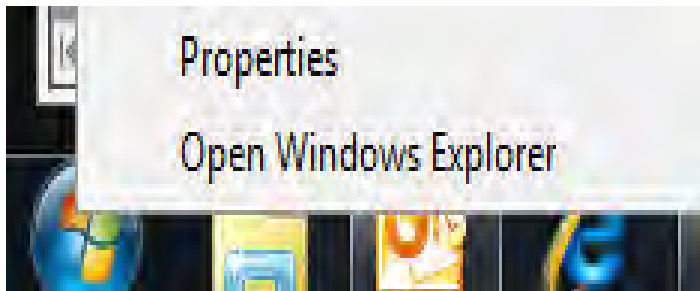
## Windows 7/Windows XP Taskbar Security Requirement

During testing, each testing computer is locked down while INSIGHT is active to prevent the student from having access to outside information. For Windows 7 and Windows XP computers, you must be sure the **Auto-hide the taskbar** setting is turned off to secure the testing computer.

### Windows 7 Computer

To turn off the **Auto-hide the taskbar** setting on a Windows 7 computer, perform the following steps:

1. Right-click on the Windows logo on the taskbar and select **Properties**.



2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).

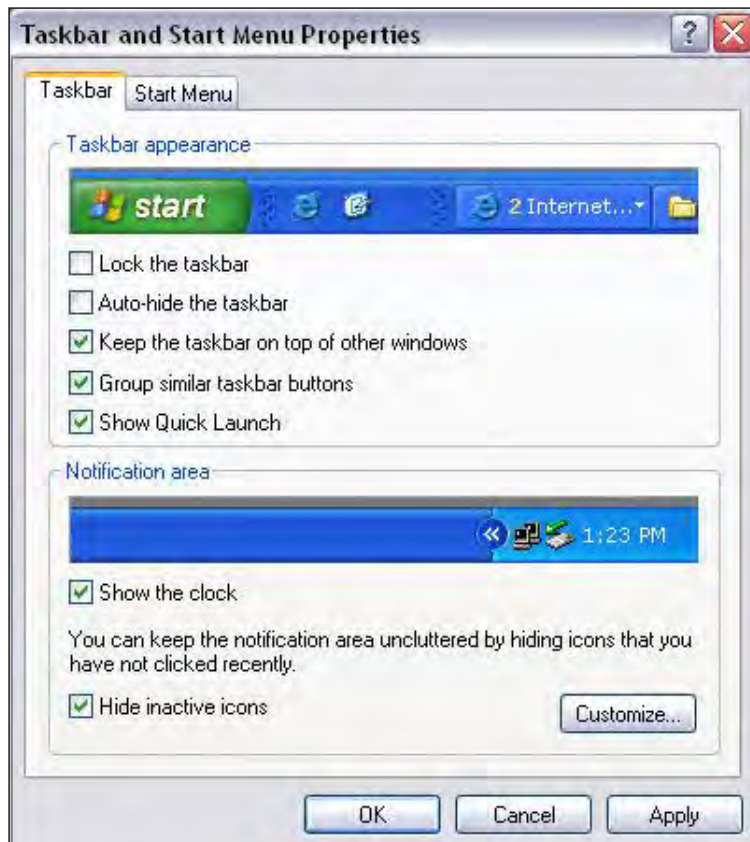


3. Click **Apply** to verify your change and **OK** to save it.

### Windows XP Computer

To turn off the **Auto-hide the taskbar** setting on a Windows XP computer, perform the following steps:

1. Right-click on the taskbar and select **Properties**.
2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).



3. Click **Apply** to verify your change and **OK** to save it.

# **Section Three:**

# **Windows Installation**



### ■ What's Covered in This Section

This section describes the various methods of installing and uninstalling the Testing Site Manager (TSM) and INSIGHT on Windows operating systems. In addition, there are tips and techniques for troubleshooting INSIGHT and TSM installations.

The first part of this section provides basic information about installing and uninstalling an LCS or TSM and INSIGHT.

**Note:** Install the TSM *before* you install INSIGHT so that you can specify the path to the TSM and the communication port during the INSIGHT installation.

Then, the section provides more advanced technical information about:

- Managing a TSM—starting, stopping, and uninstalling.
- Working with the TSM in a non-graphical (terminal) mode using Windows operating system commands.
- Uninstalling INSIGHT.



## Installation Files

Different TSM and INSIGHT installations are available for Windows and Mac (OS X) operating systems. The following table lists the files for each type of installation and operating system.

Installation	Operating System	File
TSM	Windows	TESTING_SITE_MANAGER_Setup.exe
	Mac (OS X)	TESTING_SITE_MANAGER_Setup.dmg
Standard INSIGHT	Windows	DRC_INSIGHT_Setup.msi
	Mac (OS X)	DRC_INSIGHT_Setup.pkg

**Note:** There is no separate installation for HVA or TTS.

## Quick Tour 1: Installing a TSM for Windows OS

This Quick Tour describes how to install a TSM for Windows. DRC provides an easy-to-use wizard to install the TSM software.

1. To launch the wizard and start the installation, sign in to eDIRECT, select **Test Setup—General Information—Downloads**, and click on the **Testing Site Manager (TSM)** installer icon for Windows.

At this time, you also may want to download the INSIGHT Secure Browser Installer for Windows.

**Note:** If you have another version of the TSM (or LCS) installed, uninstall it before you install a new version (see “Uninstalling the TSM” on page 35).

2. After you download the installation program, click on **TESTING\_SITE\_MANAGER\_Setup.exe** to launch the wizard and start the installation.

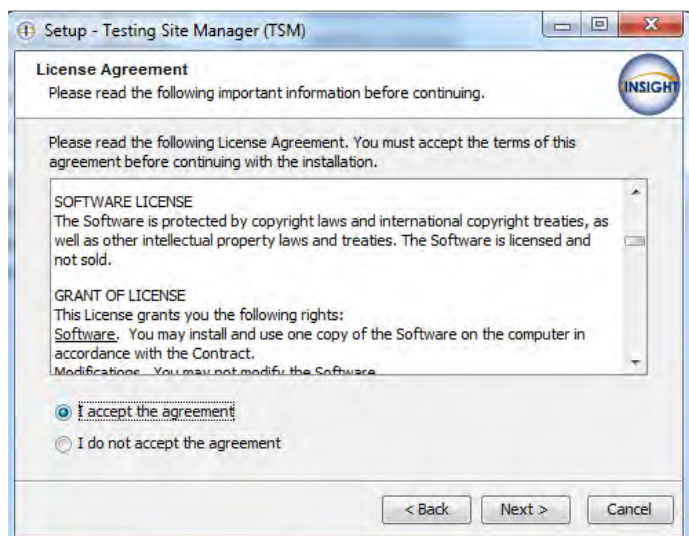
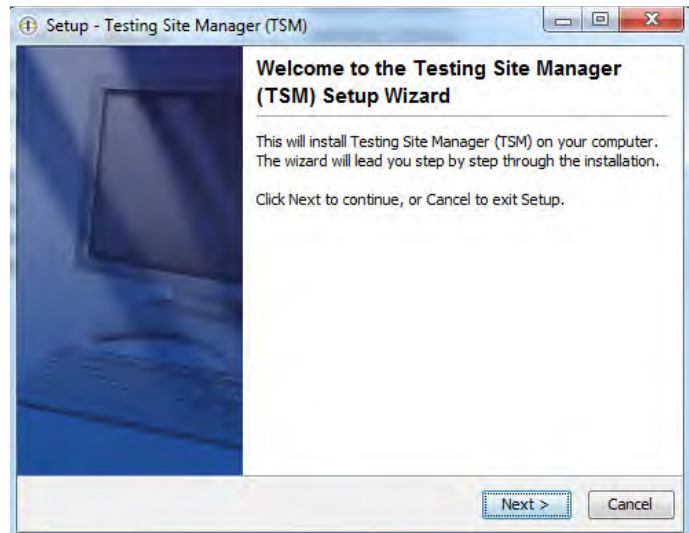
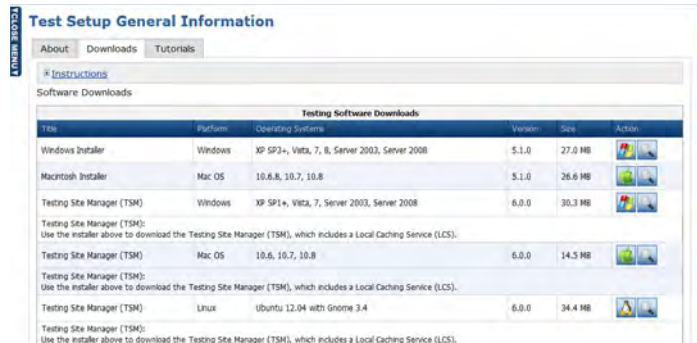
The Welcome screen displays the Testing Site Manager (TSM) Setup Wizard.

**Note:** On most installation windows, you have the option of clicking **Back** to return to the previous window; **Next** to proceed to the next window. Some windows display other options.

Click **Next** to continue.

3. The DRC INSIGHT License Agreement window displays. To continue the installation, you should read the agreement and select the option **I accept the agreement**. (If you do not accept the agreement, the installation ends.)

When the Next button becomes active, click **Next** to continue.



## Quick Tour 1: Installing a TSM for Windows OS

- The Select Configuration Options window displays. On this window you specify whether to enable content caching (test content) and/or response caching (test responses). The default values are to enable both types of caching.

After you have made your selections, click **Next** to continue.

**Note:** If you need to change the configuration of the TSM after you have installed it, you must either remove the existing TSM and install a new version, or contact DRC Technical Support to receive a link to a TSM administration URL that you can use to change the TSM configuration dynamically.

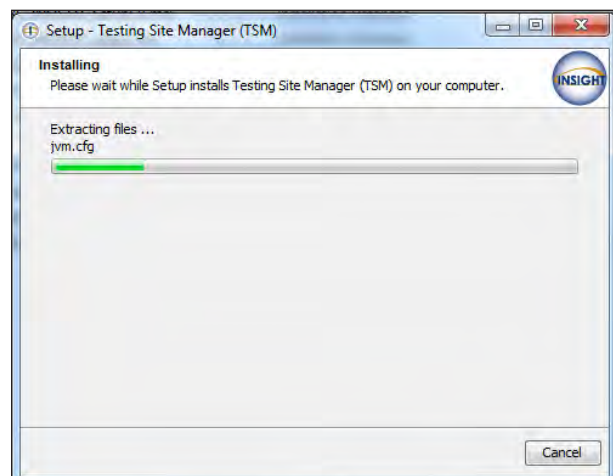
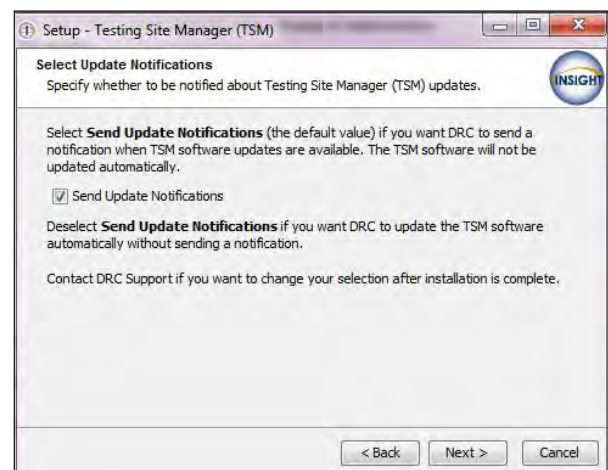
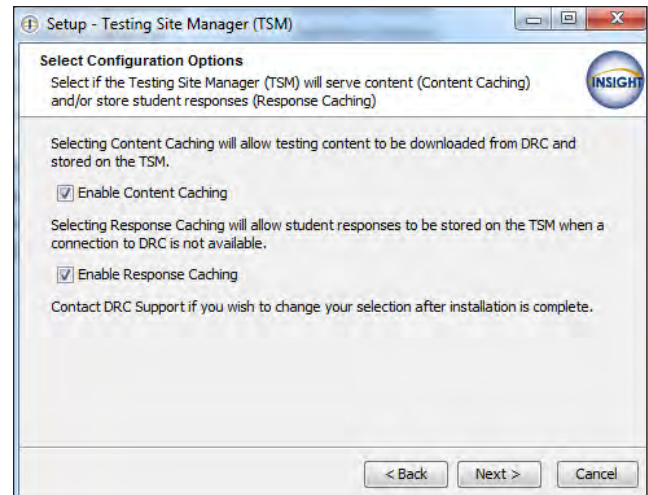
- The Select Update Notifications window displays. On this window you specify whether to enable notification of software updates.

- If you select **Send Update Notifications** (the default value), DRC notifies you whenever an update to the TSM software is available and you must update the software manually.
- If you deselect **Send Update Notifications**, you receive no notification and DRC updates the TSM software automatically.

After you have made your selection, click **Next** to continue.

**Note:** If you need to change the configuration of the TSM after you have installed it, you must either remove the existing TSM and install a new version, or contact DRC Technical Support to receive a link to a TSM administration URL that you can use to change the TSM configuration dynamically.

- During the installation, a window displays to indicate the progress of the installation. If necessary, click **Cancel** to end the installation process.

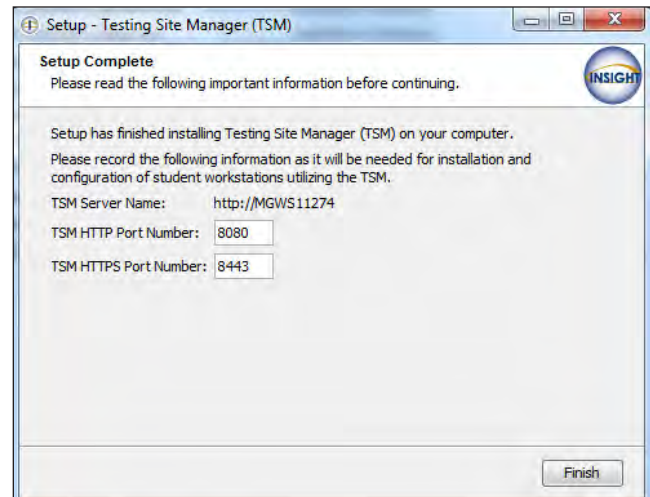


## Quick Tour 1: Installing a TSM for Windows OS

7. When the setup completes, the Setup Complete window displays. **Record the TSM server name and port numbers—you need this information when you install INSIGHT.** You can change the port numbers from this window.

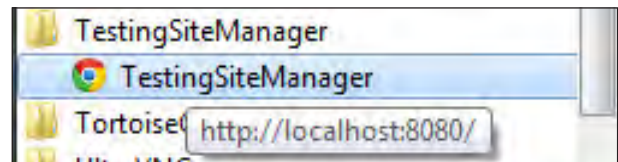
- The TSM HTTP Port Number is the port number for regular communication.
- **The TSM HTTPS Port Number is the port number for encrypted communication that the INSIGHT secure web browser uses.**

**Important:** To avoid potential conflicts, be certain no other device is using either port. Click **Finish** when you are ready.



8. After the installation is complete, start the TSM from the Start menu by selecting **All Programs—TestingSiteManager—TestingSiteManager**.

**Note:** When the TSM is first installed, the forms and items for all tests are downloaded automatically. The TSM will not display until these forms and items are downloaded, which could take a few minutes.

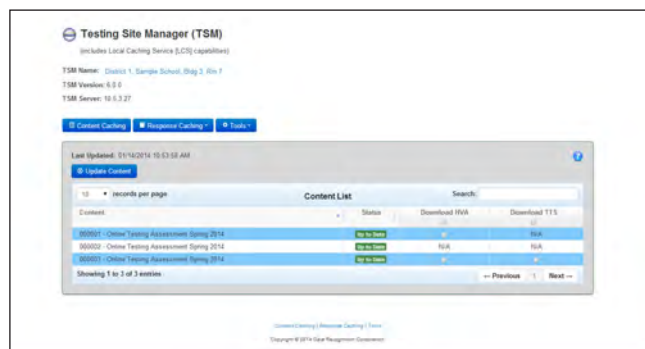


9. When the Enter Testing Site Manager Name window displays, enter a name that will help you remember the location of the TSM machine in the TSM Name field and click **Save**. The name you choose is limited to 40 characters and there are no special formatting requirements.



**Note:** DRC recommends that you include the district, school, and location (building and/or room number) of the TSM.

10. The TSM displays. If you specified Content Caching (Step 4), your test forms and items were downloaded with the TSM installation. If you are using optional accommodations, check the appropriate checkboxes to select the media content you need and click **Update Content** to load the latest test versions (see “Updating Tests” on page 63).



You are ready to install INSIGHT.



## Quick Tour 2: Installing INSIGHT for Windows OS

This Quick Tour describes how to install INSIGHT for Windows. DRC provides an easy-to-use wizard to install the software.

1. If the location used INSIGHT the previous year, you should uninstall the old version of the software first (see “Uninstalling INSIGHT” on page 39).

To launch the wizard and start the installation, sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the Windows Installer icon.

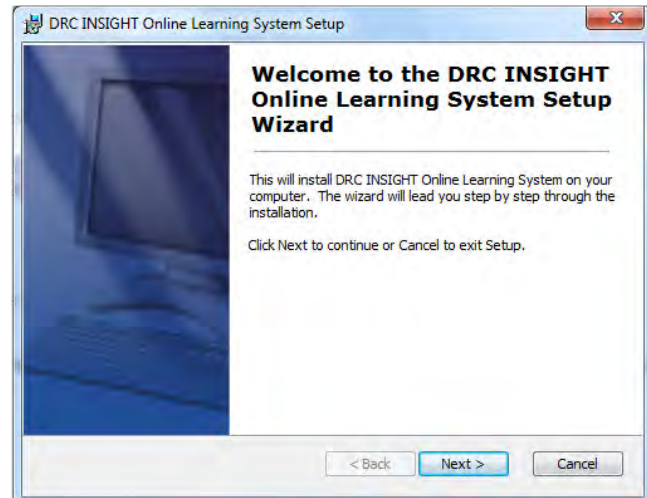


2. After you have downloaded the installation program, click on the **DRC\_INSIGHT\_Setup.msi** icon from your PC to start an installation.

The Welcome screen displays the DRC INSIGHT Online Learning System Setup Wizard.

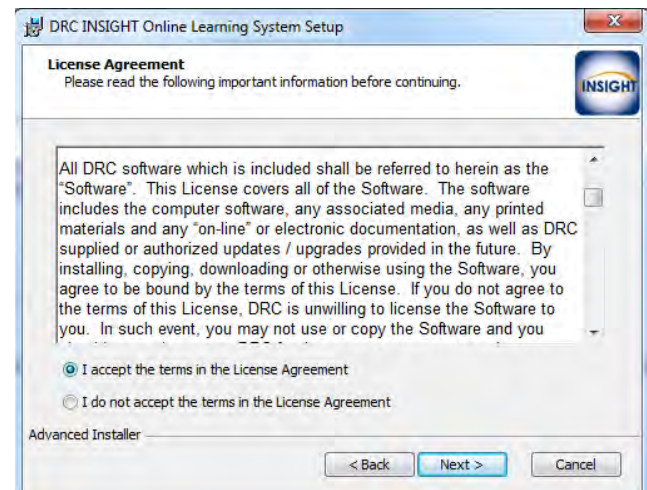
**Note:** On most installation windows, you have the option of clicking **Back** to return to the previous window; **Next** to proceed to the next window. Some windows display other options.

Click **Next** to continue.



3. The DRC INSIGHT License Agreement window displays. To continue the installation, you should read the agreement and select the option **I accept the agreement**. (If you do not accept the agreement, the installation ends.)

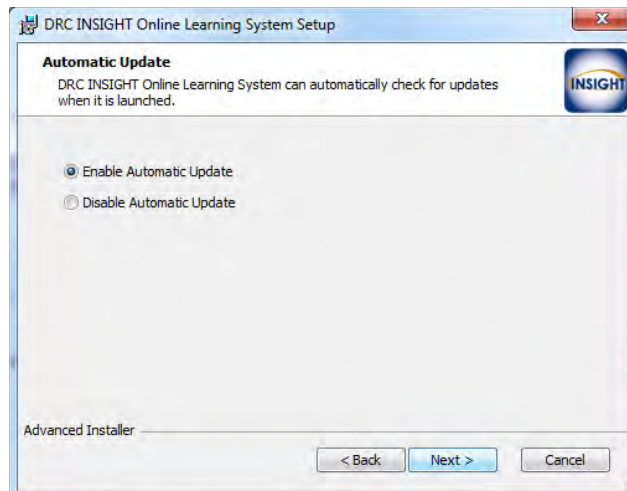
When the Next button is active, click **Next** to continue.



### Quick Tour 2: Installing INSIGHT for Windows OS

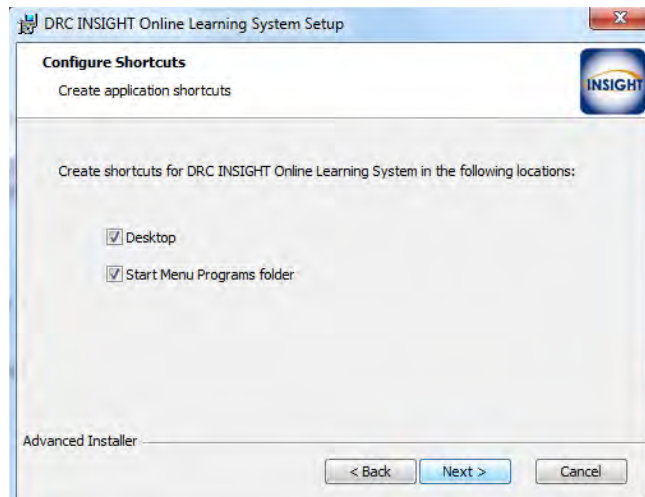
4. The Automatic Update window displays. You use this window to indicate whether to use automatic software updates. Select **Enable Automatic Update** to use automatic updates (recommended) or **Disable Automatic Update** to use manual updates.

Click **Next** to continue.

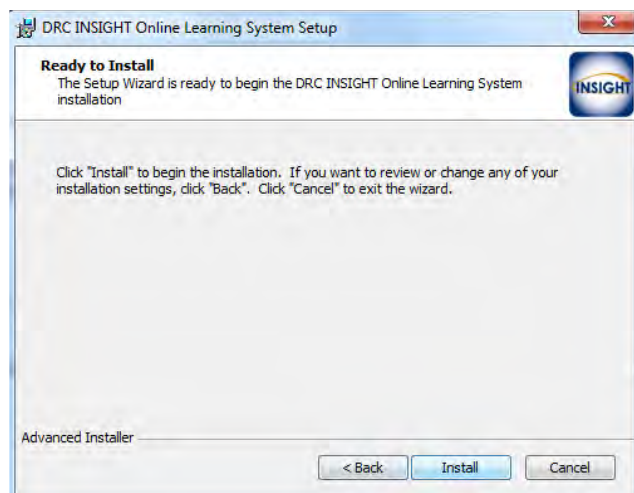


5. The Configure Shortcuts window displays. Use this window to indicate which shortcuts the installation process should create. DRC recommends that you select both shortcuts.

After you have made your selections, click **Next** to continue.

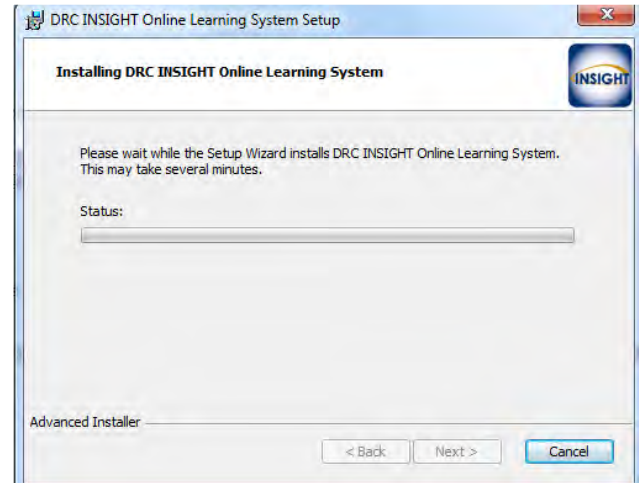


6. The Ready to Install window displays. Click **Back** to review or change your settings, **Install** to start the installation, or **Cancel** to cancel the process.



## Quick Tour 2: Installing INSIGHT for Windows OS

- While INSIGHT is being installed, a progress window indicates the state of the installation. If necessary, you can click **Cancel** to end the installation process.

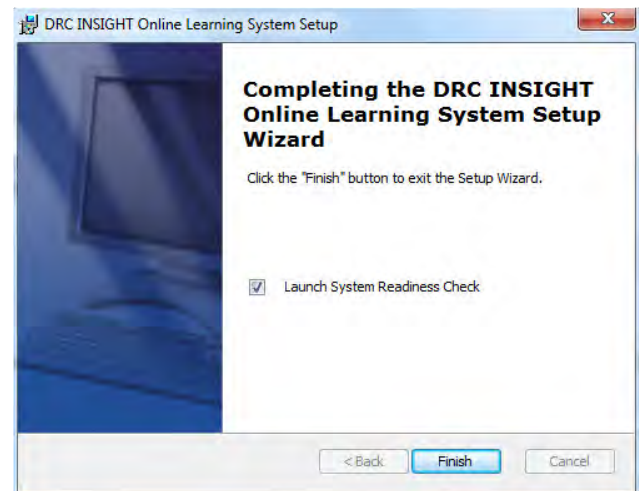


- When the installation completes, the DRC INSIGHT Online Learning System Setup window displays indicating that INSIGHT is installed.

You can specify whether to run the System Readiness Check (the default value).

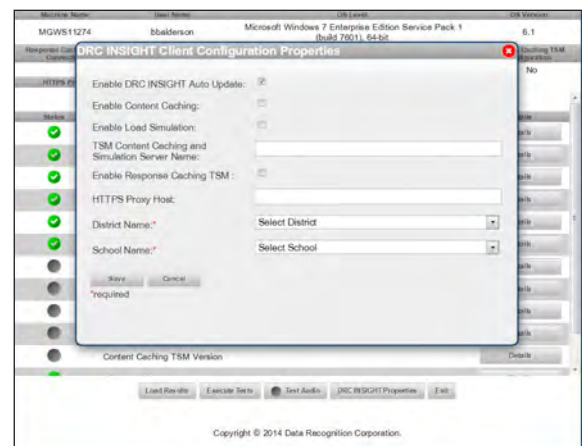
The System Readiness Check verifies that the testing computer has sufficient screen resolution, Internet connectivity, memory (RAM), and other technical specifications needed to perform online testing.

Make your selections and click **Finish** to end the installation process.



- When the System Readiness Check launches, the System Information screen displays. You can see details about each test, execute the tests, and view the results (see “Using the System Readiness Check” on page 85).

If you installed one or more TSMs, you can connect to your TSM machines (see Steps 10 and 11). Otherwise, go to Step 12.



## Quick Tour 2: Installing INSIGHT for Windows OS

- To connect to a TSM, click **DRC Properties** to display the **DRC INSIGHT Client Configuration** window (see “Setting DRC INSIGHT Properties” on page 115 for details), enter your changes, and click **Save**.

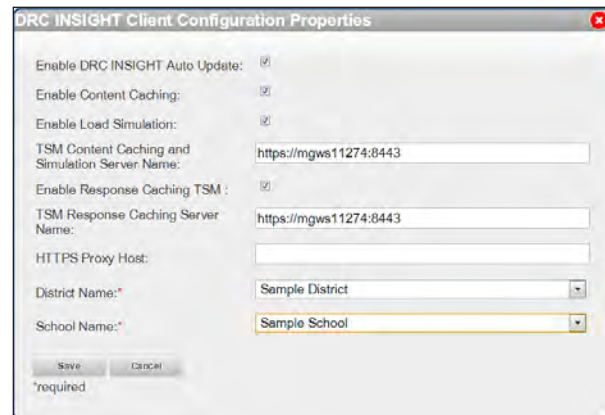
- If you specified Content Caching, check **Enable Content Caching**.
- If you want to perform load simulation testing, check **Enable Load Simulation**.

Enter the server name (or IP address) and port number of the TSM server in the **TSM Content Caching and Simulation Server Name** field.

- If you specified Response Caching, check **Enable Response Caching TSM** and enter the server name (or IP address) and port number of the TSM server in the **TSM Response Caching Server Name** field that displays.

**Note:** See “Quick Tour 1: Installing a TSM for Windows OS” on page 26, Step 7.

- Select the district, and school for the testing computer (required) from the drop-down menus. This information is used for load simulation reports. Click **Save**.
- Click **Execute Tests** to verify that the testing computer and any TSM(s) are configured correctly. Click the **Details** button next to any test that you need more information about (see “Resolving System Readiness Required Tests” on page 111). When you are ready, click **Exit**.
- The installation adds one or more shortcuts based on what you specified in Step 5. Use the Online Assessments shortcut to sign in to the Online Tools Training (OTT) or to a test using your INSIGHT log-in information. Use the Online Tutorials shortcuts to access test tutorials.





## Managing the TSM

This section describes how to start and stop a TSM from a command line, how to install a TSM from the command line, how to change the TSM communication port after installation, and how to remove a TSM.

### Installing a TSM from the Command Line

You can install a TSM in the Windows environment using the command line interface instead of the graphical interface. This type of installation is useful to install the software in unattended mode or to install it quickly on a number of computers.

To run the TSM installation in unattended mode, execute the INSIGHT Setup command (see below) with the appropriate options.

### TESTING\_SITE\_MANAGER

To display a list of command line options, run the command with the **-h** (Help) parameter. Figure 3-1 shows the list of setup options.

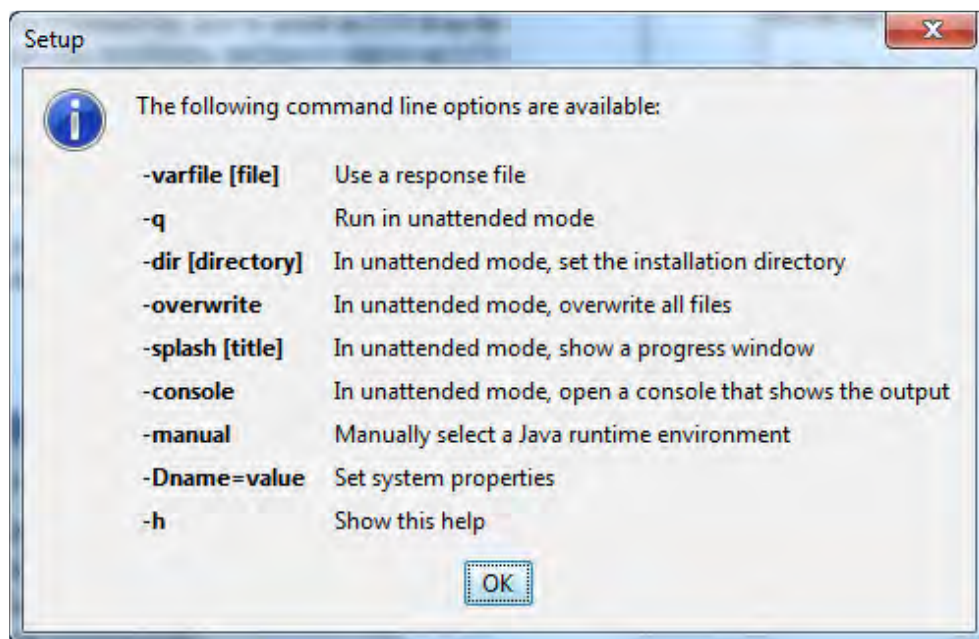
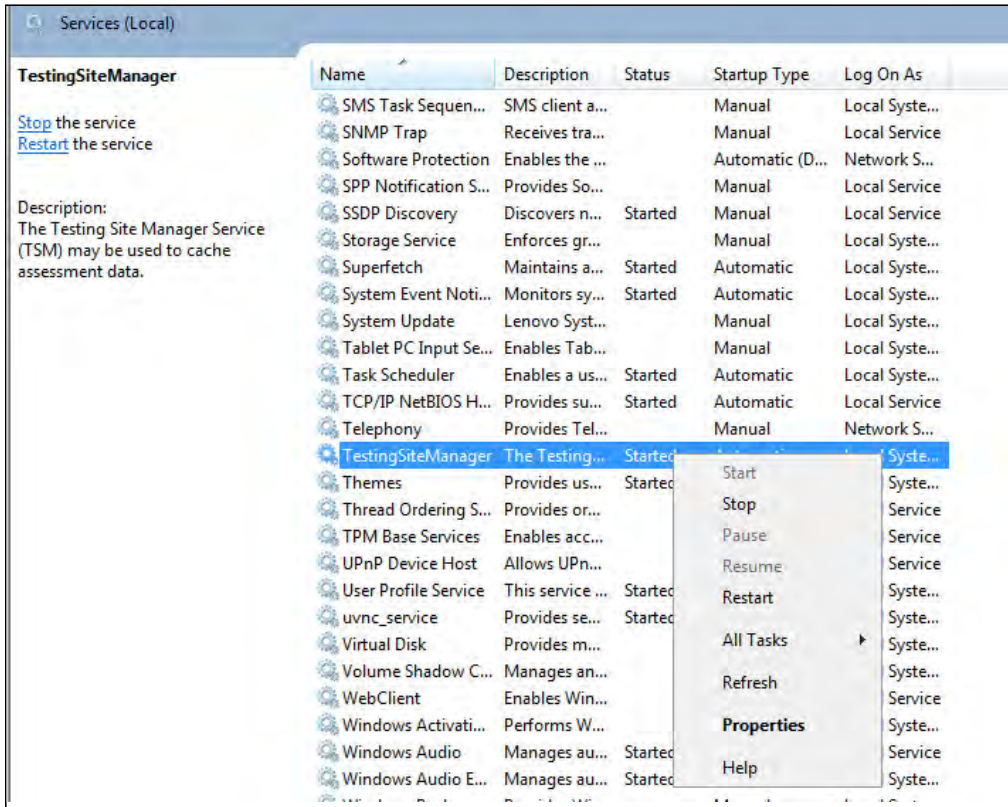


Figure 3–1: TSM Setup Command Options

## Starting and Stopping the TSM

You can start and stop the TSM using the Control Panel.

1. For Windows 7, select **Control Panel–Administrative Tools–Services**.



2. The Services window displays. Select **TestingSiteManager**.
3. To stop the TSM, right-click and select **Stop**. To restart the TSM, right-click and select **Start**.

## Uninstalling the TSM

You can uninstall (remove) the TSM using the Control Panel. If you want to uninstall the TSM, verify that there are no unsent responses. If there are, transmit them manually first. If the TSM has unsent stored responses, the uninstall won't finish (see "Viewing Unsent Student Test Responses" on page 64).

**Note:** All schools should uninstall the TSM at the end of the Spring 2014 Pilots. If you cannot remove the TSM, please contact DRC Technical Support.

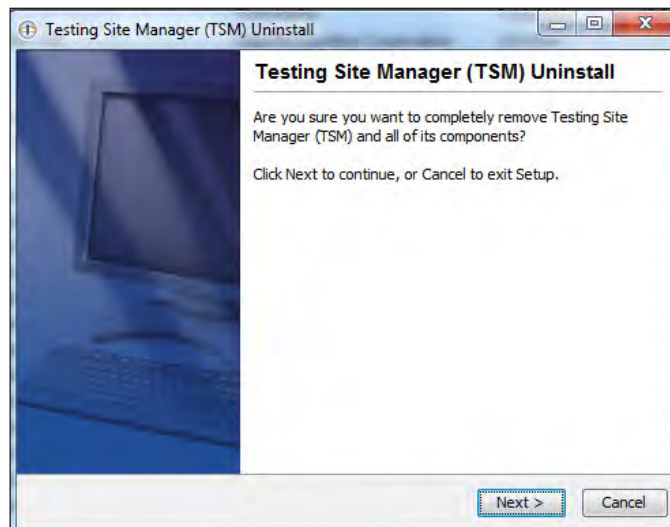
## Using the Control Panel

To uninstall the TSM using the Control Panel, do the following:

1. Select **Uninstall a Program** and select **Testing Site Manager (TSM) – MI**.
2. Right-click and select **Uninstall/Change**.



3. Click **Next** when the Uninstall Wizard displays. The wizard walks you through the process.



### Managing INSIGHT

This section describes how to install INSIGHT from a command line, how to start and stop INSIGHT and the System Readiness Check, and how to uninstall INSIGHT.

#### Installing INSIGHT from a Command Line

To install INSIGHT from a command line, execute the INSIGHT setup command—**DRC\_INSIGHT\_Setup.msi**—using the specific options you want to use.

To display a list of the command line options, use the **/h** (help) parameter with the setup command by selecting **Run...** and specifying **DRC\_INSIGHT\_Setup.msi -h**.

Figure 3-2 shows a list of the standard options.

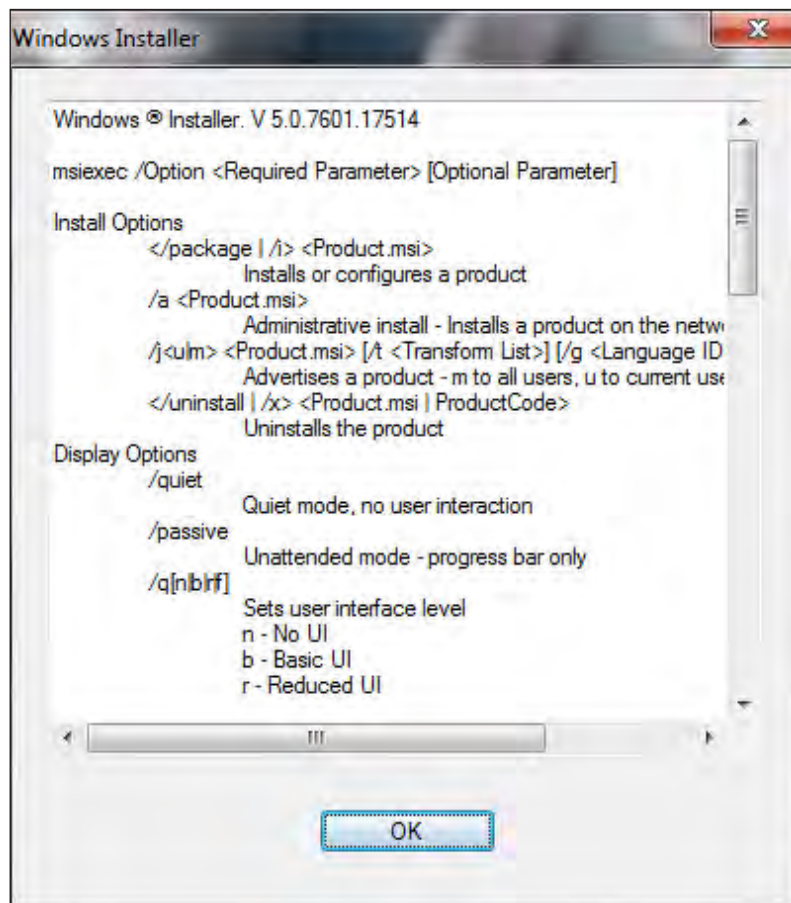


Figure 3–2: INSIGHT Setup Command Options

Refer to the Windows Installer Software Development Kit (SDK) for detailed information about the command line syntax.

## INSIGHT Installation Program Options

The following table shows the custom properties available for the installation program.

Property/Switch	Description	Default Value
AUTOUPDATEFLAG	Enables and disables the automatic update feature.	true
ENABLELCS	Enables and disables a TSM for response caching. If true, include the LCSURL property to specify the TSM that will perform response caching.	false
LCSURL	The URL and secure port of the TSM server that caches test responses. Replace <b>localhost</b> with the name or IP address of the TSM server.	https://localhost:8443/
LOADSIMULATIONENABLE	Specifies that load simulation testing is enabled for the testing computer. If true, include the CONTENTCACHEENABLE property set to true and the CONTENTCACHE property to specify the TSM that will perform load simulation tests. You also must specify DISTRICT_NAME, DISTRICT_ID, SCHOOL_NAME, and SCHOOL_ID.	true
DISTRICT_NAME*	The district name for load simulation testing.	none
DISTRICTID*	The district ID for load simulation testing.	none
SCHOOL_NAME*	The school name for load simulation testing.	none
SCHOOLID*	The school ID for load simulation testing.	none
CONTENTCACHEENABLE	Enables and disables a TSM for content caching. If true, include the CONTENTCACHE property to specify the TSM that will perform content caching.	false
CONTENTCACHE	The URL and secure port of the TSM server that caches test content and performs load simulation tests. Replace <b>localhost</b> with the name or IP address of the TSM server.	https://localhost:8443/
HTTPSPROXY	The URL and secure port of the proxy host server.	blank
/qn (/qb for Windows 8)	Runs the installation in silent mode.	NA

\*Use the name and/or numeric code from the locations file located at <https://mi-insight.drcedirect.com/InsightClientRESTServices/ClientRESTService.svc/locations> (see below).

### Using the Locations File

To locate district and school names and IDs, do the following:

1. Paste the locations file link into a browser and open it (download the file into a text editor if necessary).
2. Search for the string **district\_name** to locate the district name and ID (to the left).
3. Search for the string **school\_name** to locate the school name and ID (see below).

```
{"districtid":"88888","district_name":"Sample District","schools":{"schoolid":"8888","school_name":"Sample School"}}
```



## Installation Command Syntax and Example

The following is the syntax for the install program command:

**DRC\_INSIGHT\_Setup.msi <properties> <MSI switches>**

**Note:** All properties are passed in a *key=value* format (see the Example).

### Example

The following example installs the software in silent mode (the /qn switch [/qb for Windows 8]). It specifies the TSM location for each type of caching—response and content, enables load simulation testing and automatic software updates, and specifies a school district, school, and proxy host.

```
msiexec /i DRC_INSIGHT_Setup.msi /qn CONTENTCACHEENABLE="true"  
LOADSIMULATIONENABLE="true" AUTOUPDATEFLAG="true" ENABLELCS="true" DISTRICT_  
NAME="""Sample District"" DISTRICTID="88888" LCSURL="https://10.3.97.11:8443"  
CONTENTCACHE= "https://10.3.97.11:8443" SCHOOLID="8888" SCHOOL_NAME="""Sample  
School"" HTTPS_PROXY="http://10.3.98.61:8081"
```

**Note:** To see the other MSIEXEC properties and switches that you can use with the installation application, refer to the Microsoft Command Line options page.

## Starting INSIGHT

You can start INSIGHT and the System Readiness Check from a testing computer using the desktop shortcut, the Windows Start menu, or the Windows Explorer. For Windows 7, start the Explorer and select the installation drive—**Program Files (x86)—DRC Online Assessment System—DRCInsight.exe** for INSIGHT, or **Readiness** for the System Readiness Check.

## Stopping INSIGHT

If INSIGHT becomes unresponsive, you can stop it by using the Windows Task Manager. To start the Task Manager, press **Ctrl-Alt-Delete** and select **Task Manager** (see Figure 3–3).

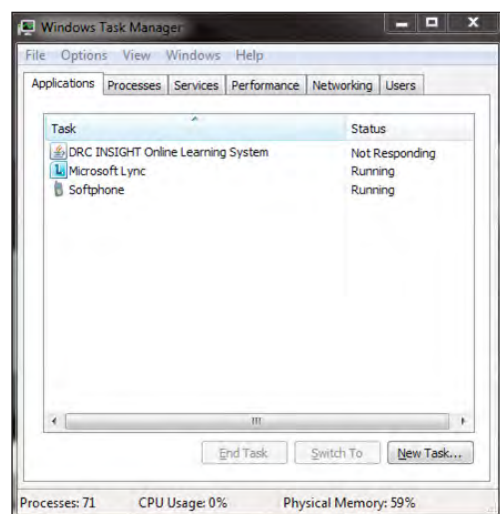


Figure 3–3: Task Manager – Windows 7 Environment

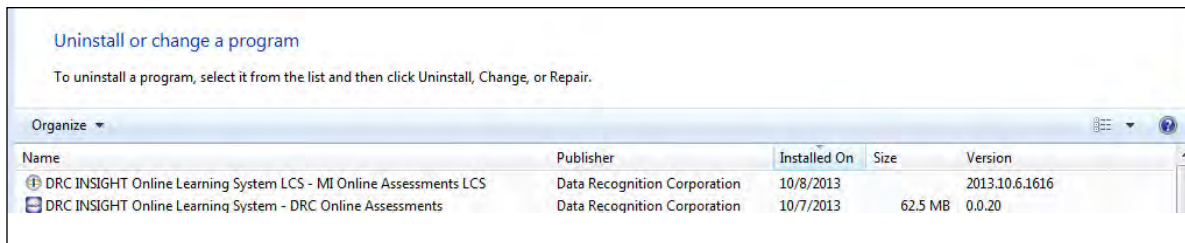
## Uninstalling INSIGHT

You can uninstall (remove) INSIGHT using the Control Panel, the Start menu, or the INSIGHT Uninstaller program.

**Note:** All schools should uninstall INSIGHT at the end of the Spring 2014 Pilots. If you cannot remove INSIGHT, please contact DRC Technical Support.

### Using the Control Panel

To uninstall INSIGHT using the Control Panel, select **Uninstall a Program** and select **DRC INSIGHT Online Learning Systems–DROnline Assessments**, click **Uninstall**.

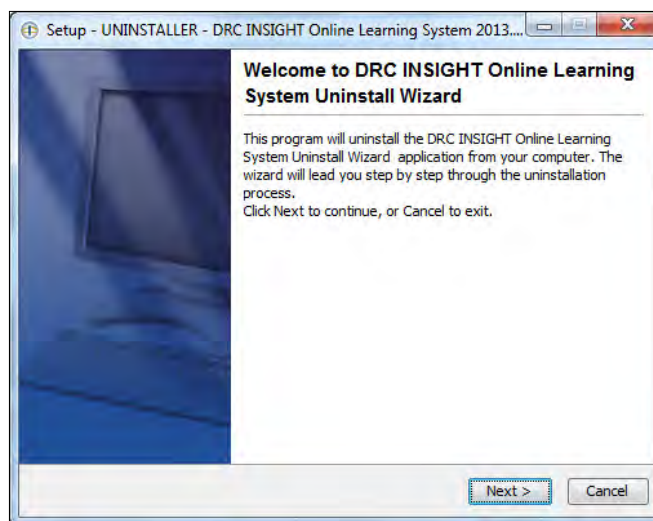


### Using the Start Menu

To uninstall INSIGHT using the Start Menu, select **All Programs–DRC Online Assessments–Uninstall** and click **Yes** when the Windows Installer dialog box displays.

### Using the Uninstaller Program

To uninstall INSIGHT using the uninstaller program, download the program from eDIRECT and place it on your desktop. To uninstall INSIGHT, click on the **DRC\_INSIGHT\_UNINSTALL.exe** icon from the desktop and click **Next** when the Uninstall Wizard displays. The wizard walks you through the process.



# **Section Four:**

## **Mac (OS X) Installation**





### ■ What's Covered in This Section

This section describes the installation process in a Mac (OS X) environment.

First, it provides basic information about installing and uninstalling a Testing Site Manager (TSM) and INSIGHT using the standard Mac graphical interface.

**Note:** You should install the TSM *before* you install INSIGHT so that you can specify the path to the TSM and the communication port during the INSIGHT installation.

Then, the section provides more advanced technical information about:

- Managing a TSM: starting, stopping, and uninstalling.
- Working with a TSM in a non-graphical (terminal) mode using Mac (OS X) operating system commands.
- Uninstalling INSIGHT.

### Quick Tour 3: Installing a TSM for Mac OS (OS X)

This Quick Tour describes how to install a TSM in the Mac (OS X) environment. DRC provides an easy-to-use wizard to install the TSM software.

1. To launch the wizard and start the installation, sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the **Testing Site Manager (TSM)** installer icon for Mac OS.

**Note:** If you have another version of the TSM (LCS) installed, uninstall it before you install a new version (see “Uninstalling the TSM” on page 49).

At this time, you also may want to download the Macintosh Installer for INSIGHT and the INSIGHT Java Macintosh Uninstaller.

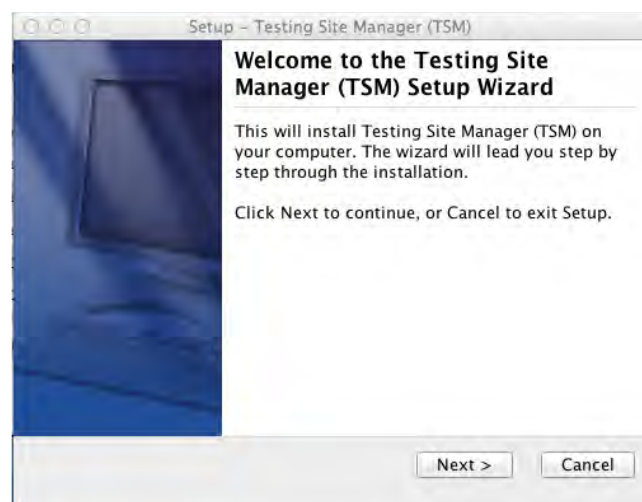
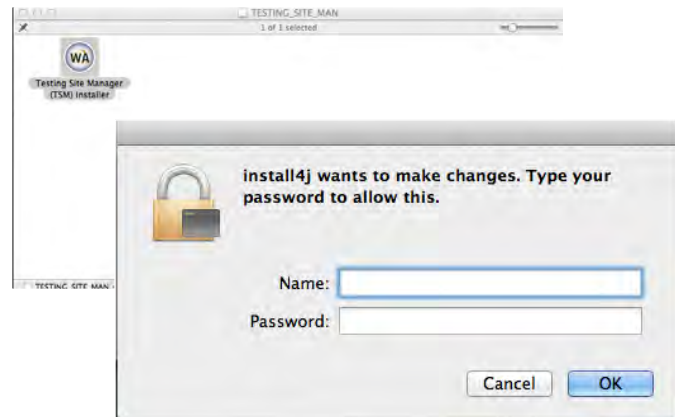
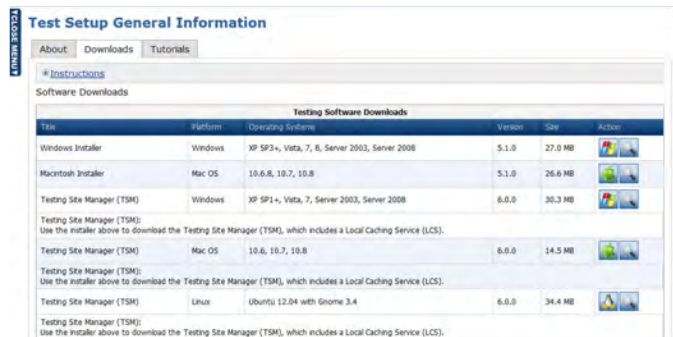
2. After you have downloaded the installation program, double-click on the **TESTING\_SITE\_MANAGER\_Setup.dmg** file and double-click on the **Testing Site Manager (TSM) Installer** to start the installation.

**Note:** You must be a Mac System Administrator to install the TSM from this file.

3. The Welcome screen displays for the Testing Site Manager (TSM) Setup Wizard.

**Note:** On most of the installation windows, you have the option of clicking **Back** to return to the previous window, **Next** to proceed to the next window, and **Cancel** to cancel the installation. Some windows display other options.

Click **Next** to continue.



### Quick Tour 3: Installing a TSM for Mac OS (OS X)

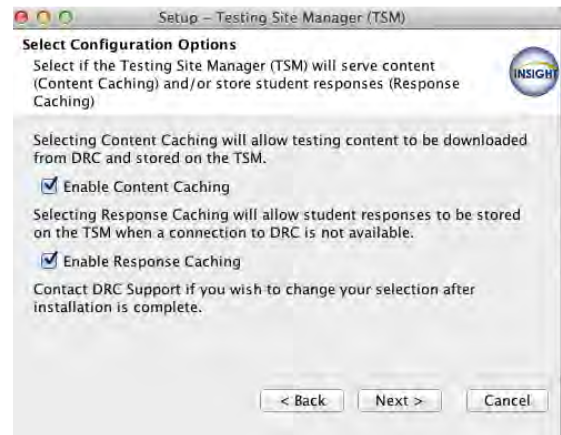
- The DRC INSIGHT License Agreement window displays. Read the agreement and select the option **I accept the agreement**.

When the Next button becomes active, click **Next** to continue.



- The **Select Configuration Options** window displays. You can indicate whether to use content caching, response caching, both (the default setting), or neither. After you have made your selections, click **Next** to continue.

**Note:** If you want to change your configuration options after the TSM is installed you must either re-install the TSM, or contact DRC Support. If you re-install a TSM, you may need to reconfigure the testing computers that use it.



- The **Select Update Notifications** window displays. You can specify whether to be notified when the updates to the Testing Site Manager (TSM) software are available.
  - If you select **Send Update Notifications** (the default value), you will be notified when an update is available, but you will have to install the updated manually.
  - If you deselect **Send Update Notifications**, you will not be notified when an update is available and the update will be installed automatically.

After you have made your selection, click **Next** to start the installation.

**Note:** During the installation, a window displays to indicate the progress of the installation. If necessary, you can click **Cancel** to end the installation process.



### Quick Tour 3: Installing a TSM for Mac OS (OS X)

- When the installation completes, the Setup Complete window displays. **Record the TSM server name and port numbers—you need this information when you install INSIGHT.** You can change the port numbers from this window.

**Important:** To avoid potential conflicts, be certain no other device is using either port.

- The TSM HTTP Port Number is the port number for regular communication.
- The TSM HTTPS Port Number is the port number for encrypted communication that the INSIGHT secure web browser uses.**

Click **Finish** when you are ready.

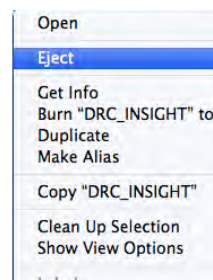
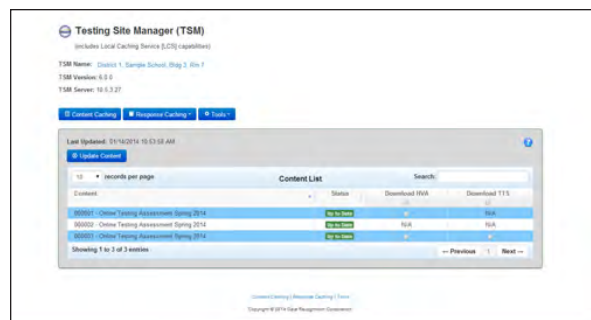
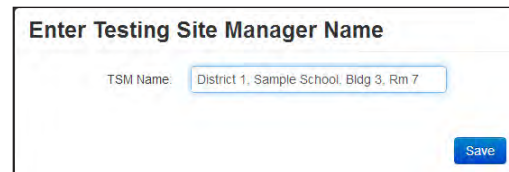
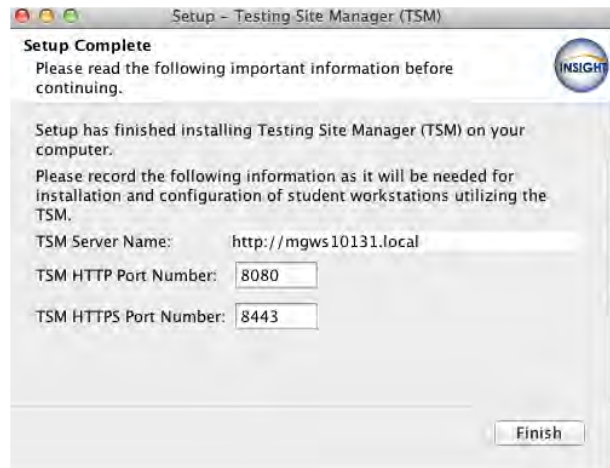
- Start the TSM by selecting **Applications—TestingSiteManager—TestingSiteManager.url**.

**Note:** When the TSM is first installed, the forms and items for all tests are downloaded automatically. The TSM will not display until these forms and items are downloaded, which could take a few minutes.

When the **Enter Testing Site Manager Name** window displays, enter a name in the TSM Name field to help you remember the location of the TSM machine. DRC recommends that you include the district, school, and location (building and/or room number) of the TSM. Click **Save**.

**Note:** The name is limited to 40 characters with no special formatting requirements.

- The TSM displays. You are ready to install INSIGHT.
- After installation is complete, select the **TESTING\_SITE\_MAN** volume from the desktop, right-click on it (**Ctrl-click**) and select **Eject** to unmount the volume and avoid potential conflicts with automatic updates.

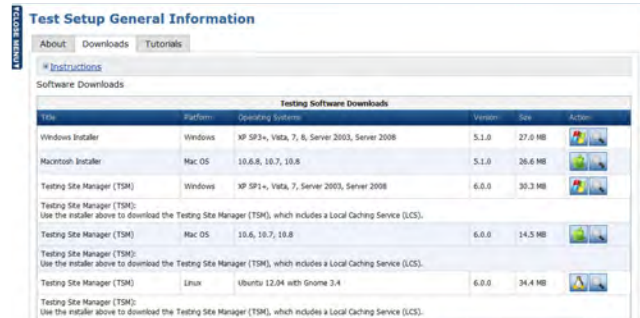


## Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

This Quick Tour describes how to install INSIGHT on a Mac. DRC provides an easy-to-use wizard to install the software.

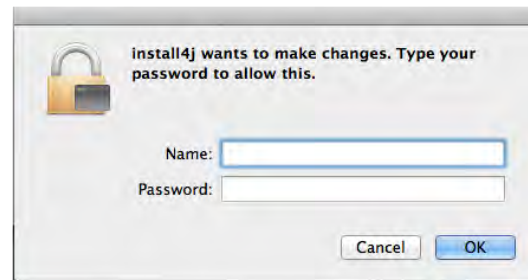
1. If the location used INSIGHT for the previous year, you should uninstall the old version first.

Download the dedicated installer for the Mac (OS X) operating system, **DRC\_INSIGHT\_Setup.pkg**, that DRC created. Sign in to eDIRECT, select **Test Setup-General Information-Downloads**, and click on the Macintosh Installer icon.



2. Double-click on the downloaded **DRC\_INSIGHT\_Setup.pkg** file to start the wizard.

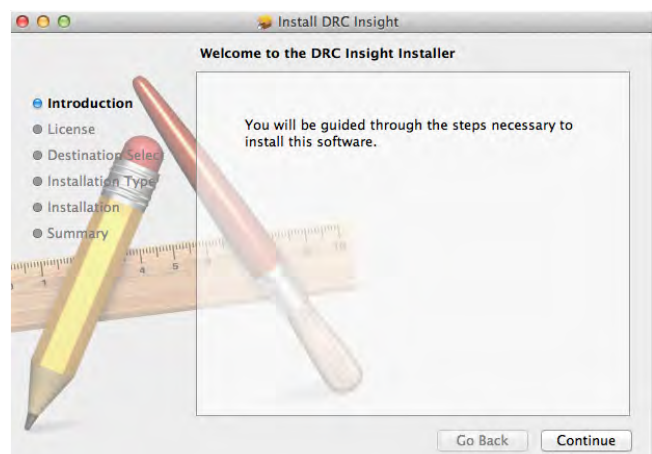
**Note:** You must be a Mac System Administrator to install INSIGHT.



3. The Welcome screen for the DRC INSIGHT Online Assessments Installer displays.

**Note:** On most of the installation windows, you have the option of clicking **Go Back** to return to the previous window, **Continue** to proceed to the next window, or **Cancel** to cancel the installation. Some windows display other options.

Click **Continue**.

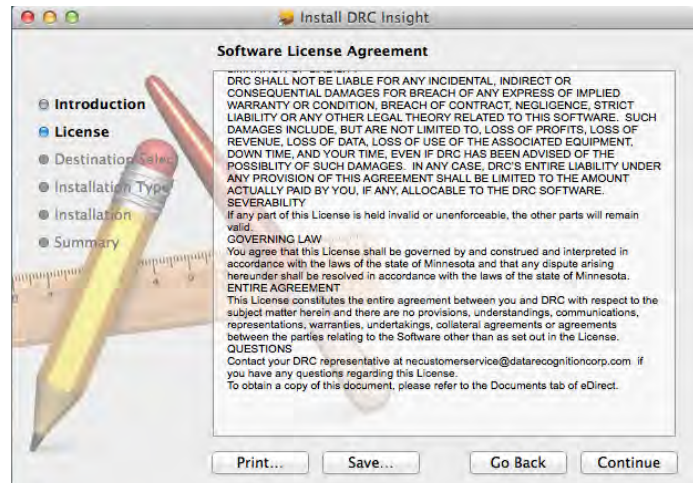




### Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

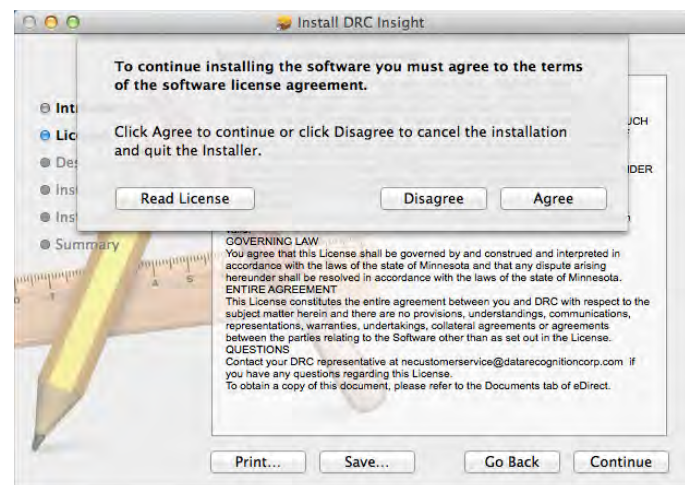
4. The Software License Agreement window displays. You can read through the Agreement and select a different language from the Language drop-down menu.

To continue the installation, scroll down and read the agreement and click **Agree**, or click **Save**.



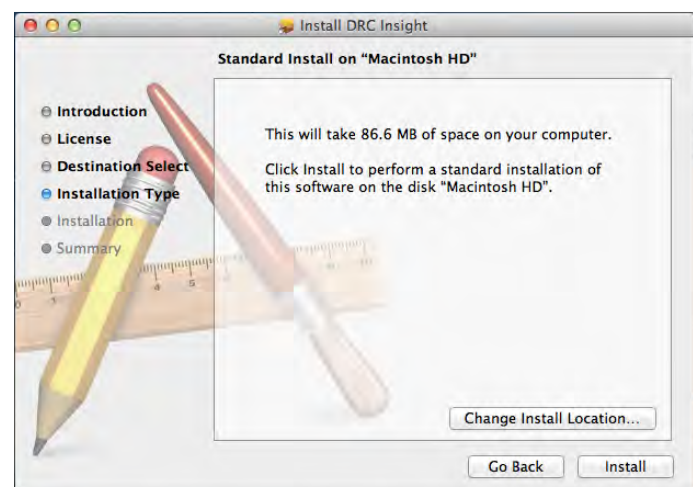
If you click Continue without reading the agreement or clicking **Save**, a window displays to verify your choice and explain the options.

To continue, click **Agree** and **Continue**.



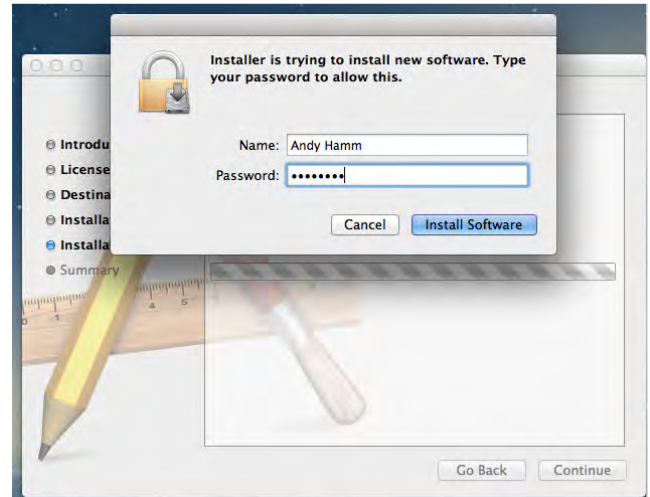
5. The Standard Install on “Macintosh HD” window displays, indicating the amount of disk space the installation will require.

To use the default location, click **Install**.



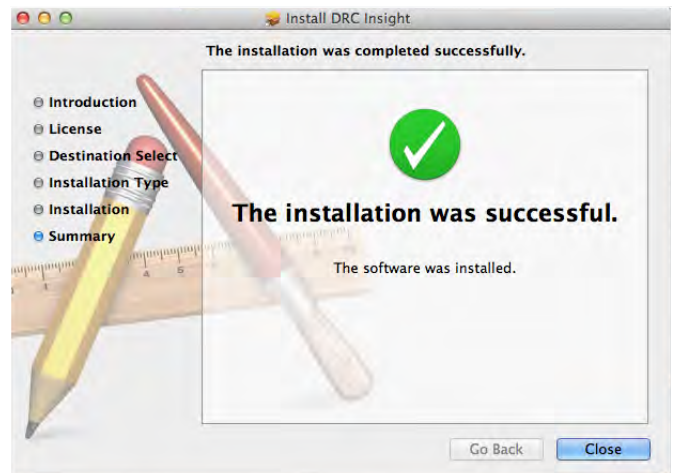
## Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

- The installation begins. You must be a Mac System Administrator to install INSIGHT.



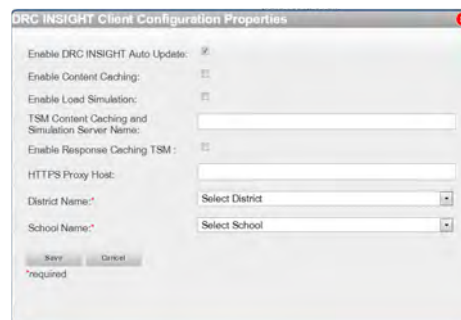
- After the installation, a summary window indicates the status of the installation.

If the installation was successful, click **Close**. Otherwise, if necessary, click **Go Back** to change your installation options.



- When you click **Close**, the System Readiness Check automatically runs and the System Information page displays the results (see “What is the System Readiness Check?” on page 84).

If you installed one or more TSMs, you can connect to your TSM machines (see Steps 9 and 10). Otherwise, go to Step 11.



## Mac (OS X) Installation

9. To connect to a TSM, click **DRC Properties** to display the **DRC INSIGHT Client Configuration** window (see “Setting Client System Properties” on page 94 for details), enter your changes, and click **Save**.

- If you specified Content Caching, check **Enable Content Caching**. If you specified Content Load Simulation, check **Enable Load Simulation**. Enter the server name (or IP address) and port number of the TSM **Content Caching and Simulation Server Name** field.
- If you specified Response Caching, check **Enable Response Caching TSM** and enter the server name (or IP address) and port number of the TSM server in the **TSM Response Caching Server Name** field that displays.

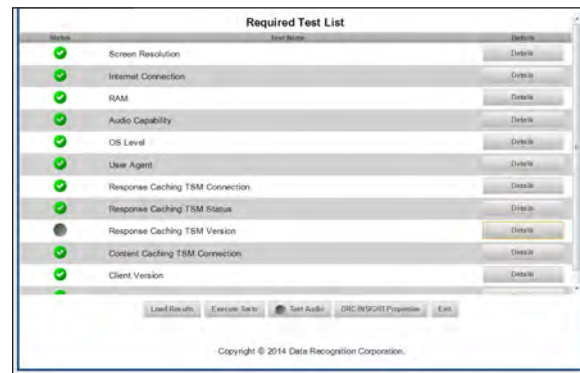
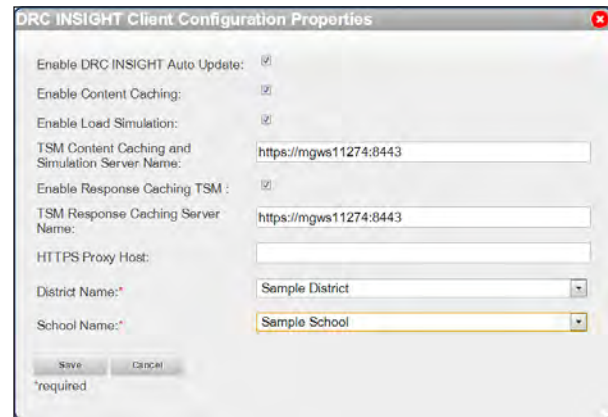
**Note:** See Step 7 of “Quick Tour 3: Installing a TSM for Mac OS (OS X)” on page 42.

10. Select the school district and school for the testing computer (required) from the drop-down menus. This information is used for load simulation reports. Click **Save**.
11. Click **Execute Tests** to verify that the testing computer and any TSM(s) are configured correctly. Click the **Details** button next to any test that you need more information about (see “Resolving System Readiness Required Tests” on page 90).

When you are ready, click **Exit**.

12. The installation adds one or more shortcuts based on what you specified in Step 5. You can use shortcuts to access Online Tools Training (OTT) or perform an actual online assessment.

When you click on a shortcut, you can sign in to the OTT, or a test, using your INSIGHT log-in information.





## Managing the TSM

This section describes how to start and stop a TSM from a command line, and how to uninstall a TSM.

### Starting and Stopping the TSM

The TSM is a service that executes in the background without a standard graphical window. Technology Coordinators (TCs) should be familiar with starting and stopping the TSM with the TESTING\_SITE\_MANAGER script. You can use the **launchd** and **launchctl** commands to manage services. By default, the TSM is started after installation and launches anytime the computer is booted.

### Uninstalling the TSM

You can uninstall (remove) the TSM by selecting **Applications–TestingSiteManager–Testing Site Manager Uninstaller**. First, you must enter your Mac administrator login information. Then, when the Uninstall Wizard displays, click **Next**.

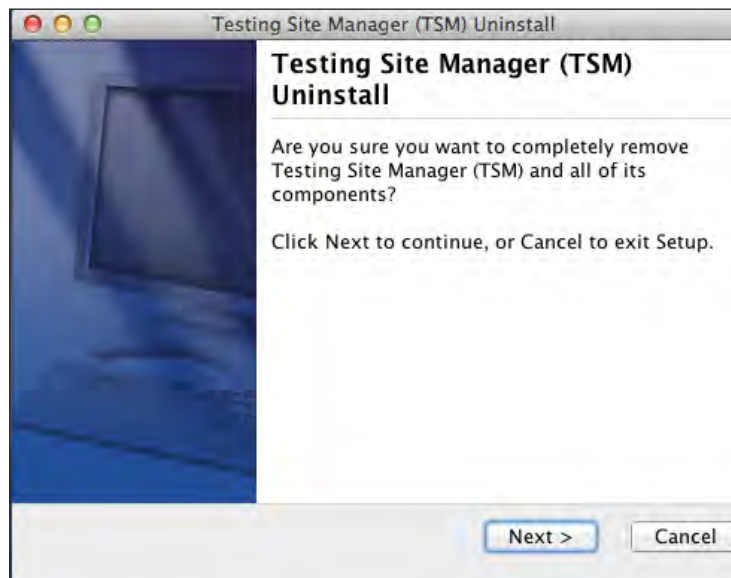


Figure 4–1: Uninstalling the TSM

### Managing INSIGHT

This section describes how to install INSIGHT from a command line, how to start and stop INSIGHT, and how to uninstall INSIGHT.

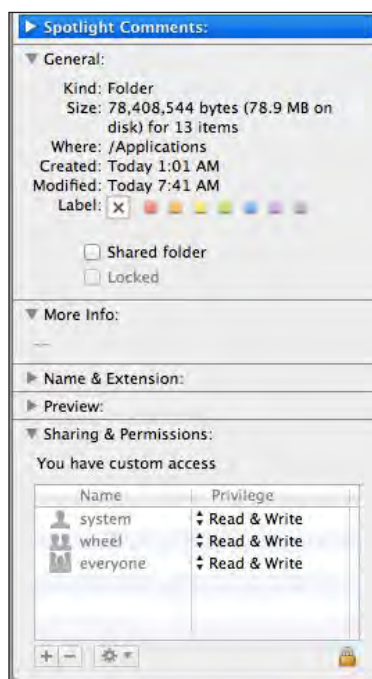
### Installing INSIGHT Using a Software Deployment Tool

The following example shows how to install INSIGHT on a Mac using the Apple Remote Desktop™ software.

**Note:** The Apple Remote Desktop software was used for this example, but the process is similar with other software deployment tools.

1. Install and configure the INSIGHT secure browser on the computer from which you will be distributing the software (see “Quick Tour 4: Installing INSIGHT for Mac OS (OS X)” on page 45).

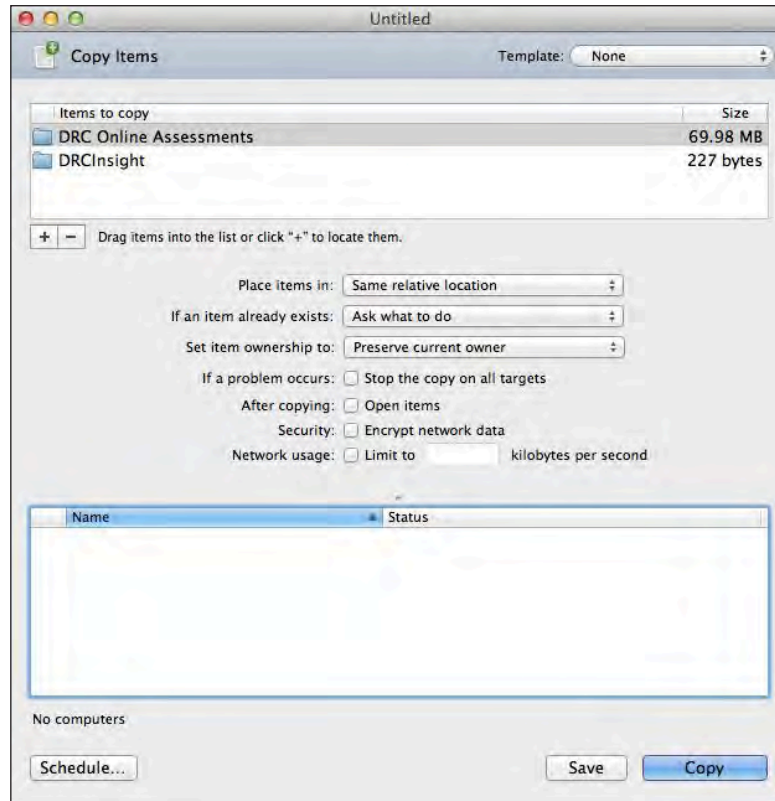
**Important:** To ensure that testers can access the correct folders on the testing computers, you may need to adjust the permissions on the folders you will be copying before you distribute them to the testing computers (see the figure below).



2. Start Apple Remote Desktop and select the following directories in a Copy Items window from the Apple Remote Desktop administrator's computer.

### /Applications/DRC Online Assessment System

**Note:** You may need to adjust the destination locations and permissions depending on student's permissions (see the figure below).



3. Copy the folders to your list of destination computers.
4. Verify the installation by running the Software Readiness Check on the computers where you installed the software. Select **DRC Online Assessment System–Readiness** from the Applications folder.

### ***Starting INSIGHT***

You can start INSIGHT from a testing computer by using the desktop shortcut created by the installer, or from the Applications folder by selecting **Applications–DRC Online Assessment System–DRCInsight**.

### ***Stopping INSIGHT***

If INSIGHT becomes unresponsive, the Technology Coordinator (TC) may need to stop it using the key combination, **Command–Q**.

### ***Uninstalling INSIGHT***

You can uninstall (remove) INSIGHT using the Applications folder or the INSIGHT Uninstaller program. You also can run the uninstallation silently.

#### **Using the Applications Folder**

You can uninstall (remove) INSIGHT by selecting **Applications–DRC Online Assessment System–DRC Uninstaller**. Click **OK** when the dialog box displays and enter your Mac administrator login information and click **OK**. The uninstaller automatically uninstalls the program.

#### **Using the Uninstaller Program**

To uninstall an earlier, Java-version of INSIGHT, you can use the uninstaller program. Download the program from eDIRECT and place it on your desktop. To uninstall INSIGHT, click on the **DRC\_INSIGHT\_UNINSTALL.dmg** icon from the desktop, open the uninstaller, respond to prompt, and click **Next** when the Uninstall Wizard displays. The wizard walks you through the process.

# **Section Five:**

## **Working with INSIGHT**



### ■ What's Covered in This Section

### ■ Online Tools Training (OTT)

### ■ The Monitor Verification Test

### ■ The Testing Site Manager (TSM)

### ■ System Readiness Check

### ■ DRC INSIGHT Properties

This section discusses some of the tools and components of the DRC INSIGHT Online Learning System. These include Online Tools Training, the Monitor Verification Test, the Test Audio topic, the Testing Site Manager, the System Readiness Check, and DRC INSIGHT Properties. This section also offers tips and techniques to implement your INSIGHT configuration for maximum efficiency.

This topic describes OTT, a series of sample test questions to help introduce students to the testing tools available in the online environment.

This topic describes the Monitor Verification test, available in eDIRECT, that helps you determine whether the monitor settings for the testing computer are configured for optimal testing.

This set of topics describes how to use the TSM software to manage tests and response communication between DRC and students efficiently. It also describes how to use the diagnostic tools available within the TSM.

- **Caching Tests and Test Responses**

These topics describe how to use the TSM to help manage the process of storing and updating tests, and transmitting student test responses.

- **Forecasting Ping Activity**

This topic describes how to display the consistency and rate of data transfer across a network (latency) during a specified date range to determine the best times for testing.

- **Load Simulation Test (LST)**

This topic describes how to perform load simulations and estimate the amount of time it will take to download tests and upload responses during testing based on the testing load.

This topic describes how to verify that a testing computer is ready to test using the INSIGHT software.

This topic describes how to specify important system properties for testing computers, as well as how to connect to a TSM to perform content caching, response caching, and load simulation tests.

## ***Online Tools Training (OTT)***

The OTT is a set of sample test questions to introduce students to the tools available during testing and prepare them for online assessments. This training allows students to try the features of the testing software before the actual test.

The OTT is not designed to cover the test content—the goal is to instruct the student about using the testing application, not to assess skills. The sample OTT questions demonstrate the features of the testing environment and the OTT tests are not scored.

Assessment Coordinators should review the OTT before the students begin the test administration. Assessment Administrators (AA) and Test Proctors should also review the OTT at least once. All students who will be testing online should have at least one opportunity to review the OTT for their subject and/or grade.

To try the OTT, do the following:

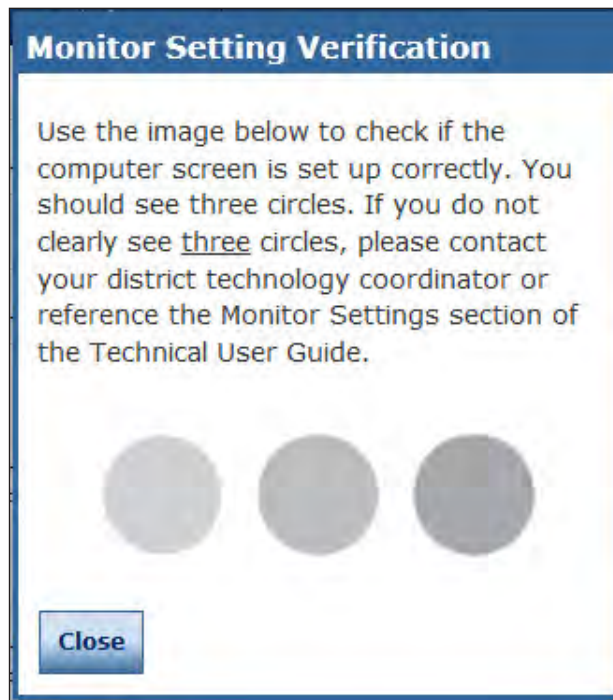
1. Select **All Programs—MI Online Assessment System—MI Online Assessment System** (or click the **MI Online Assessments** desktop shortcut).
2. When INSIGHT launches, click **Online Tools Training**.
3. Select a subject by clicking on it.
4. Enter the username and password provided on the screen and click **Sign In**.
5. Follow the instructions on the screen to take the practice tests and use the test tools.

**Note:** There are no restrictions for accessing the OTT—students are allowed to repeat the practice tests as often as necessary.



### ***The Monitor Verification Test***

After you sign in to start a test, a screen similar to the following displays to help determine whether your monitor is set up correctly to display the online tests.



If you do not see three shaded circles on the monitor display, a student will have difficulty answering some of the online questions. To resolve the problem, you must modify the brightness and/or contrast settings for the testing computer's monitor until three circles display clearly.

## Changing the Monitor's Contrast or Brightness

There are many ways to change the contrast or brightness of your display depending on the operating system, the computer, the graphics card, and the type of monitor you are using. The following are some ideas to try to change the contrast or brightness. For a specific hardware configuration, you also can try searching the Internet for “changing the contrast for operating system *x* or monitor *y*”.

### Windows Operating System

- On a laptop, look for a half-white/half-black circle on the keyboard. This function key changes the contrast.
- On a desktop computer, look for an option on the monitor, or monitor menu, to change the contrast and brightness.
- Identify the type of graphics card—NVIDIA, Intel, or ATI, and locate options for your graphics card from the Control Panel: **Control Panel–System Properties**–graphic cards tab.
- Locate a menu called Monitor Settings, Color, or Graphic Settings and change the contrast (be sure to check Advanced Settings). If you can't find a Contrast option, look for Gamma, Saturation, or Hue.
- Right-click on the desktop to bring up menu options for Intel and ATI cards.

**Note:** ATI's menu option is called Catalyst Control Center; Intel's option is called Intel Graphics Media Accelerator Driver.

- Select the folder **c:\Program Files\graphics card**  
where: *graphics card* is Intel, NVIDIA, or ATI.

### Mac (OS X)

- To change the brightness, use the keyboard buttons, or select Apple button–**System Preferences–Displays** (Mac 10.6) or **System Preferences–Accessibility–Monitor** (Mac 10.8) and use the Change the Brightness slider.
- To increase the contrast, use the key combination: Command key + Option key + Ctrl key + . (period)
- To decrease the contrast, use the key combination: Command key + Option key + Ctrl key + , (comma)

**Note:** You also can change the contrast by selecting **System Preference–Universal Access** (Mac 10.6) or **System Preferences–Accessibility–Monitor** (Mac OS 10.8) and use the Change the Contrast slider.

### ■ The Testing Site Manager (TSM)

The Testing Site Manager (TSM) is a powerful, easy-to-configure, web-based software application that contains a number of software tools to help you plan, configure, manage, and troubleshoot your online testing environment, including caching software to store tests and/or student test responses. The following table describes the suite of TSM software tools:

Tool	Description
<b>Content Caching</b>	The TSM stores tests and lets you update them to the most current versions for testing.
<b>Response Caching</b>	<p>In the event the Internet connection to DRC is lost, the TSM stores test responses and attempts to transmit them at fifteen-minute intervals to DRC.</p> <p>It also lets you review details about responses currently stored in the TSM (unsent responses) and responses the TSM transmitted to DRC (historical responses).</p>
<b>Load Simulation Test (LST)</b>	The LST helps you estimate variations in network responsiveness based on the number of students testing at the same time, the current network traffic, the amount of available bandwidth, and other site-specific factors.
<b>Ping Trend Graphs</b>	Ping trend graphs help you determine the best time of day to test based on the variances in speed, connectivity, and responsiveness of your network communication.

**Note:** Your site may have a subset of these tools—not every site uses the full TSM suite of tools.

## Using the TSM

This topic describes how to use the TSM and its basic functions.

To start the TSM, select **Start–All Programs–TestingSiteManager–TestingSiteManager**.

The first time you start the TSM, the Enter Testing Site Manager Name dialog box displays. In the TSM Name field, enter a name that will help you remember the location of the TSM machine and click **Save**.

**Note:** DRC recommends that you include the district, school, and location (building and/or room number) of the TSM. The name you choose is limited to 40 characters and there are no special formatting requirements.

### Enter Testing Site Manager Name

TSM Name:

Save

You can click on the name of the TSM to edit it (this is the name you entered when you started the TSM for the first time).

The **Help** icon (?) is displayed on every page in the TSM. Click it to display online help for the page you are currently on.

**Testing Site Manager (TSM)**  
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7  
TSM Version: 6.0.0  
TSM Server: 10.5.3.27

[Content Caching](#) [Response Caching](#) [Tools](#)

Last Updated: 01/14/2014 10:53:58 AM  
[Update Content](#)

Content	Status	Download HVA	Download TTS
000001 - Online Testing Assessment Spring 2014	Up to Date		N/A
000002 - Online Testing Assessment Spring 2014	Up to Date	N/A	N/A
000003 - Online Testing Assessment Spring 2014	Up to Date		

Showing 1 to 3 of 3 entries

[Content Caching](#) | [Response Caching](#) | [Tools](#)  
Copyright © 2014 Data Recognition Corporation

There are active page links to all of the functions currently configured in the TSM.

## Using the TSM (cont.)

You can sort the data in a column.

- Click the up arrow icon (▲) next to the column header to sort the column data in ascending order, either alphabetically or by date, depending on the type of data.
- Click the down arrow icon (▼) next to the column header to sort the data in descending order, either alphabetically or by date, depending on the type of data.

Throughout the TSM you can use the Search field to search for specific information, such as tests, student responses, and simulation results, and filter the display.

The screenshot displays the Testing Site Manager (TSM) interface. At the top, it shows the TSM Name (District 1, Sample School, Bldg 3, Rm 7), TSM Version (6.0.0), and TSM Server (10.5.3.27). Below this are buttons for Content Caching, Response Caching, and Tools. The main section is titled 'Content List' and includes a search field, a 'records per page' drop-down menu (set to 10), and a table of content entries. The table has columns for Content, Status, Download HVA, and Download TTS. The first three rows show '000001 - Online Testing Assessment Spring 2014', '000002 - Online Testing Assessment Spring 2014', and '000003 - Online Testing Assessment Spring 2014', all with a status of 'Up to Date'. At the bottom of the table are 'Previous' and 'Next' buttons, with the number '1' indicating the current page. A footer at the bottom of the interface shows 'Content Caching | Response Caching | Tools' and 'Copyright © 2014 Data Recognition Corporation'.

Content	Status	Download HVA	Download TTS
000001 - Online Testing Assessment Spring 2014	Up to Date		N/A
000002 - Online Testing Assessment Spring 2014	Up to Date	N/A	N/A
000003 - Online Testing Assessment Spring 2014	Up to Date		

Use the **records per page** drop-down menu to specify the number of records to display at once. You can select **10** (the default value), **25**, **50**, **100**, or **All** (for all records).

Use the **Previous** and **Next** buttons to move backward and forward between pages in the display. The number between the buttons indicates the number of the page you are currently viewing.

### ■ Using Caching

The TSM can cache (store) test forms and student test results. It manages test forms using the Content Caching option; test responses using the Response Caching option. Both of these caching options are configurable—you can use either, both, or neither.

- Before testing occurs, Content Caching stores copies of the tests that you can keep updated, manually or automatically, to guarantee that students are using the correct version of the test.
- As students test, if a student's connection to DRC fails, Response Caching stores their test responses in the TSM as a secure backup copy to be transmitted to DRC.

Testing continues even if the connection to DRC is disrupted. If this happens, the TSM attempts to transmit its stored responses every 15 minutes. You also can use the TSM to review the status of stored responses and transmit them manually.

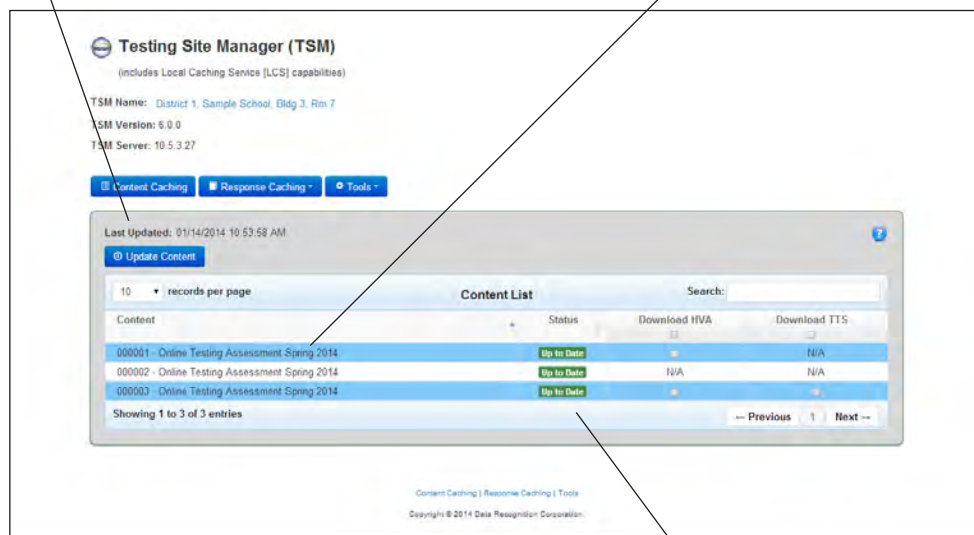
**Note:** In earlier versions of INSIGHT, the Local Caching Service (LCS) performed the TSM caching functions.

## Content Caching

The content (test forms) stored in the TSM may be out of date by the time you start the TSM after installation. To test, you must replace any tests that are out of date with the most current versions from DRC—students can only use a test that is up to date.

The **Content Caching** button displays the tests available on the TSM. These tests are available to download to INSIGHT.

Each testing administration in the cache is identified by a unique ID number followed by the name of the specific assessment and the date it is administered. In the examples in this User Guide, a generic identifier is displayed—the identifier you see will be specific to your state and assessments.



The **Content List** column indicates whether all test forms in an administration are the most current version (up to date).

- If all of the most current versions of tests in an administration are on the TSM, the Content List column displays **Up to Date** in green text.
- If the most current versions are not on the TSM, the Content List column displays **Out of Date** in red text.

**Note:** An administration must have a status of Up to Date before it is administered. Otherwise, students receive an error message when they log in and will be unable to test.



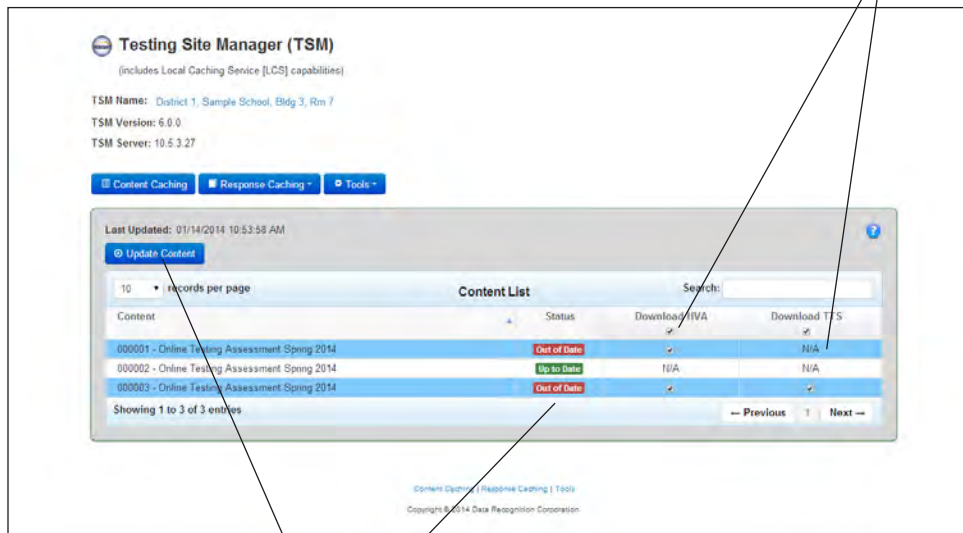
## Content Caching (cont.)

If you have specified accommodations such as Human Voice audio (HVS), Text-To-Speech (TTS), or Video Sign Language (VSL), the forms for those tests are not loaded automatically when the TSM is downloaded.

Select the accommodation forms to download by checking the checkbox for each accommodation column that displays.

Download HVA Download TTS

**Note:** A value of **N/A** in a column indicates that there is no accommodation for the corresponding assessment.



The Status indicator changes to Out of Date to indicate that you do not have the forms for the accommodation.

Click **Update Content** to update the TSM with the latest accommodation test version(s).

**Note:** This process can take some time based on the size of these forms. When the process is complete, the Status indicator changes to Up to Date to indicate that you have the latest forms for the accommodation.

## Viewing Unsent Student Test Responses

To check whether student test responses have been transmitted to DRC and for detailed information about those responses, Select **Response Caching–Unsent Responses**.

**Note:** If the Internet connection with DRC is lost while testing, student responses are saved to the TSM. When the TSM is communicating with DRC, these stored responses are transmitted automatically every fifteen minutes.

The screenshot shows the Testing Site Manager (TSM) interface. At the top, it says 'Testing Site Manager (TSM)' with a subtext '(includes Local Caching Service [LCS] capabilities)'. Below this, it displays 'TSM Name: District 1, Sample School, Bldg 3, Rm 7', 'TSM Version: 6.0.0', and 'TSM Server: 10.5.3.27'. There are three main buttons: 'Content Caching', 'Response Caching', and 'Tools'. The 'Response Caching' button is highlighted, and a dropdown menu is open showing 'Unsent Responses' and 'Historical Responses'. The 'Unsent Responses' option is selected. Below the menu, there is a 'Content List' table with columns for 'Content', 'Status', 'Download HVA', and 'Download TTS'. The table shows three entries, all with a status of 'Up to Date'. At the bottom of the table, it says 'Showing 1 to 3 of 3 entries'. There are also navigation buttons for 'Previous' and 'Next'.

Content	Status	Download HVA	Download TTS
000001 - Online Testing Assessment Spring 2014	Up to Date		N/A
000002 - Online Testing Assessment Spring 2014	Up to Date	N/A	N/A
000003 - Online Testing Assessment Spring 2014	Up to Date		

Showing 1 to 3 of 3 entries

Content Caching | Response Caching | Tools

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Select **Response Caching–Unsent Responses** to see information about student responses currently stored on the TSM for transmission to DRC.

## Viewing Unsent Student Test Responses (cont.)

When you select **Unsent Responses**, the Student Responses–Unsent tab displays information about student responses currently stored in the TSM that are waiting to be transmitted to DRC.

You can send saved student responses manually by clicking the **Transmit Responses** button.

**Testing Site Manager (TSM)**  
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7  
TSM Version: 6.0.0  
TSM Server: 10.5.3.27

Content Caching | Response Caching | Tools

Unsent Tests: 4  
Last Transmission Attempt: 01/14/2014 12:53:59 PM  
Next Transmission Attempt: 01/14/2014 01:08:59 PM

Transmit Responses

10 records per page

School	Test Session	Student Name	State ID	Earliest Response
Demo Site 1	Grade 05	Demo One Student	231365498	01/14/2014 12:39:57 PM
Demo Site 1	Grade 05	Demo Two Student	231365499	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Three Student	231365400	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Four Student	231365401	01/14/2014 12:39:57 PM

Showing 1 to 4 of 4 entries

Previous 1 Next

Content Caching | Response Caching | Tools

**Next Transmission Attempt** indicates the date and time the next automatic transmission is scheduled.

**Last Transmission Attempt** indicates the date and time of the last attempt to transmit student responses.

## Viewing Unsent Test Responses (cont.)

**Unsent Tests** indicates the number of tests that have not been sent to DRC.

**Note:** Verify that this number is 0 (zero) at the end of each testing day and at the end of the entire testing period. If it is not zero, click the **Transmit Responses** button to transmit any stored responses.

Enter information in the **Search** field to search for specific data.

The screenshot shows the Testing Site Manager (TSM) interface. At the top, it displays 'Testing Site Manager (TSM)' with a sub-note '(includes Local Caching Service [LCS] capabilities)'. Below this, it shows 'TSM Name: District 1, Sample School, Bldg 3, Rm 7', 'TSM Version: 6.0.0', and 'TSM Server: 10.5.3.27'. There are three tabs: 'Content Caching', 'Response Caching', and 'Tools'. The 'Response Caching' tab is selected. Below the tabs, it shows 'Unsent Tests: 4', 'Last Transmission Attempt: 01/14/2014 12:53:59 PM', and 'Next Transmission Attempt: 01/14/2014 01:06:59 PM'. A 'Transmit Responses' button is visible. Below this is a table titled 'Student Responses - Unsent'. The table has columns: School, Test Session, Student Name, State ID, and Earliest Response. It contains four rows of data. At the bottom of the table, it says 'Showing 1 to 4 of 4 entries'. To the right of the table is a search field. Below the table are 'Previous' and 'Next' buttons with the number '1' between them.

School	Test Session	Student Name	State ID	Earliest Response
Demo Site 1	Grade 05	Demo One Student	231365498	01/14/2014 12:39:57 PM
Demo Site 1	Grade 05	Demo Two Student	231365499	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Three Student	231365400	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Four Student	231365401	01/14/2014 12:39:57 PM

By default, the Student Responses – Unsent page displays all of the information currently available.

Use the Previous and Next buttons to move backward and forward between pages in the display. The number between the buttons indicates the number of the page you are currently viewing.

## Viewing Historical Test Responses

Select **Historical Responses** from the drop-down menu to display information about student responses that have been transmitted to DRC.

The screenshot shows the Testing Site Manager (TSM) interface. At the top, it displays the TSM Name, Version, and Server. Below this, there are three tabs: 'Content Caching', 'Response Caching', and 'Tools'. The 'Response Caching' tab is selected, and a dropdown menu is open, showing 'Unsent Responses' and 'Historical Responses'. The 'Historical Responses' option is highlighted. Below the menu, there is a 'Content List' table with columns for Content, Status, Download HVA, and Download TTS. The table shows three entries, all with a status of 'Up to Date'. At the bottom of the interface, there is a copyright notice for 2014 Data Recognition Corporation.

Testing Site Manager (TSM)  
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7  
TSM Version: 6.0.0  
TSM Server: 10.5.3.27

Content Caching Response Caching Tools

Last Updated: 01/14/2014

Update Content

10 records per page

Content List

Search:

Content	Status	Download HVA	Download TTS
000001 - Online Testing Assessment Spring 2014	Up to Date		N/A
000002 - Online Testing Assessment Spring 2014	Up to Date	N/A	N/A
000003 - Online Testing Assessment Spring 2014	Up to Date		

Showing 1 to 3 of 3 entries

Content Caching | Response Caching | Tools  
Copyright © 2014 Data Recognition Corporation.

Select **Response Caching–Historical Responses** to display information about the student test responses that the TSM has sent to DRC.

## Viewing Historical Test Responses (cont.)

Enter information in the **Search** field to search for specific data.

The screenshot displays the Testing Site Manager (TSM) interface. At the top, it shows the TSM Name, Version, and Server. Below this are tabs for Content Caching, Response Caching, and Tools. The main section is titled 'Unsent Tests: 4' and includes a 'Transmit Responses' button. A table titled 'Student Responses - Historical' is shown with columns for School, Test Session, Student Name, State ID, and Transmitted Timestamp. The table contains two entries. A search field is located to the right of the table. Navigation buttons for 'Previous' and 'Next' are at the bottom right of the table.

School	Test Session	Student Name	State ID	Transmitted Timestamp
Demo Site 3	Grade 04	Demo Five Student	231365402	01/09/2014 11:19:01 AM
Demo Site 4	Grade 05	Demo Six Student	231365403	01/09/2014 11:19:01 AM

By default, the Student Responses – Historical tab displays all of the information currently available.

Click **Previous** to display the previous page; **Next** to display the next page.

### ■ Graphing Ping Activity

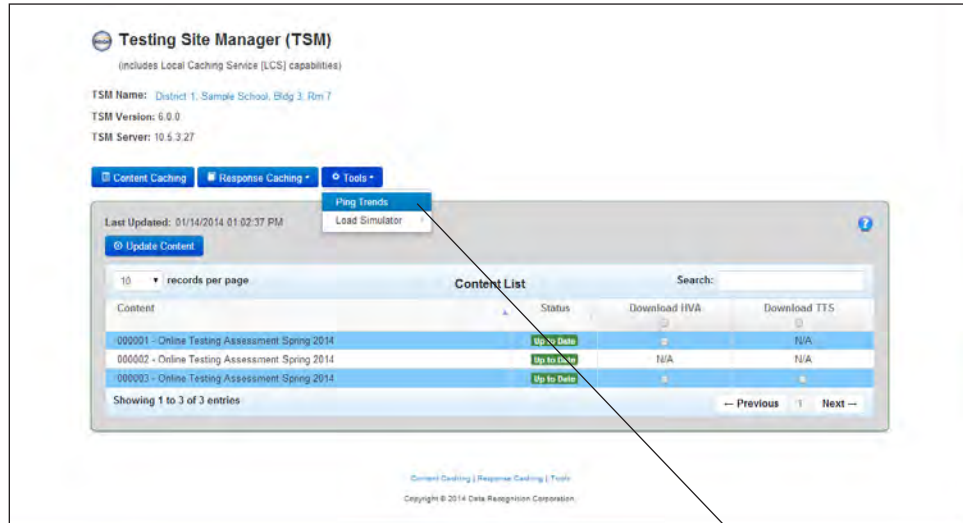
When the TSM “pings” the IP address of the DRC server, the network sends data packets from the TSM to the DRC server and back. The network also calculates the time, in milliseconds, it takes for the data to be received. The longer this time is, the longer it has taken the DRC server to receive the data packets (usually because of excess network traffic).

This rate of data transfer across a network is referred to as latency. Knowing the latency is useful for helping to determine peak network traffic times and for analyzing the best times for testing.

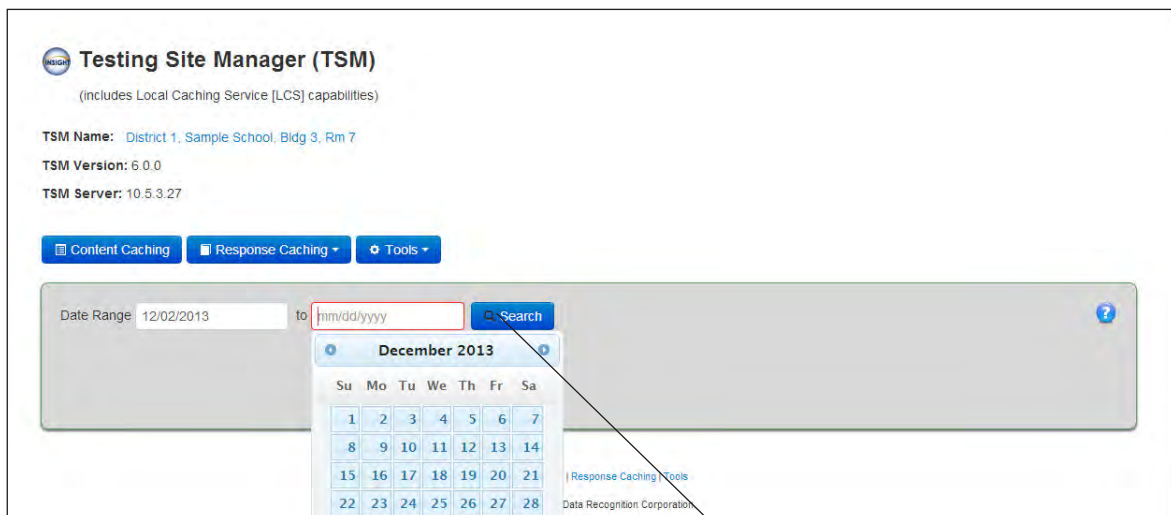


## Graphing Ping Activity

Select **Tools–Ping Trends** to graph the time that was required by the TSM to ping the DRC servers for a date range that you specify, as well as the number of ping failures during the same date range.

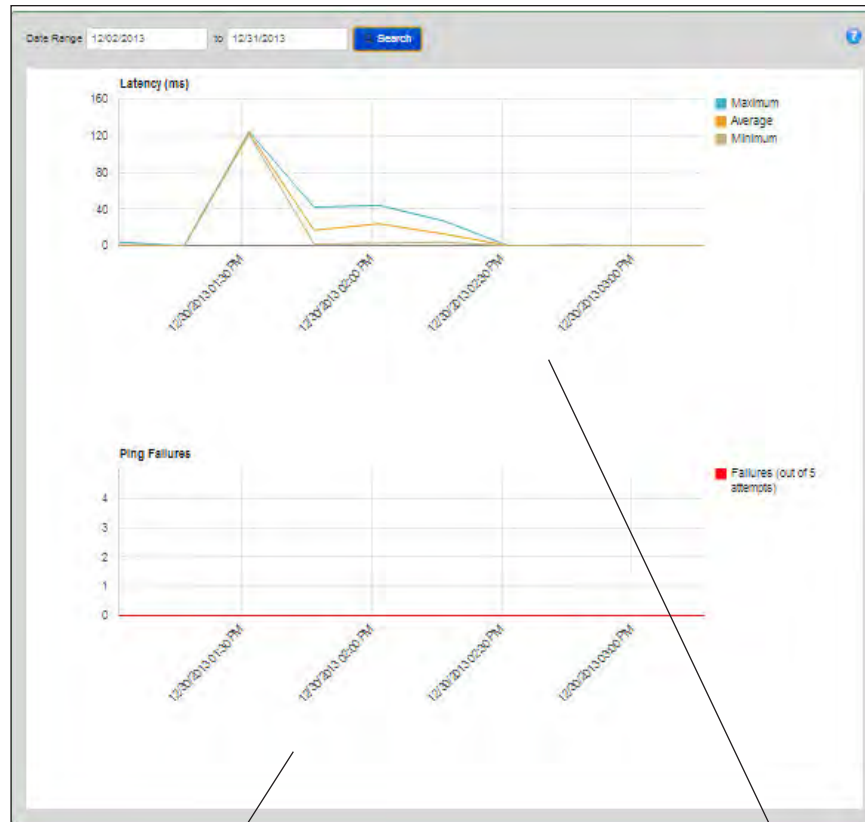


1. Select **Tools–Ping Trends** to display the Ping Trends page.



2. Use the drop-down calendars to specify a date range for the data and click **Search**.

## Graphing Ping Activity (cont.)

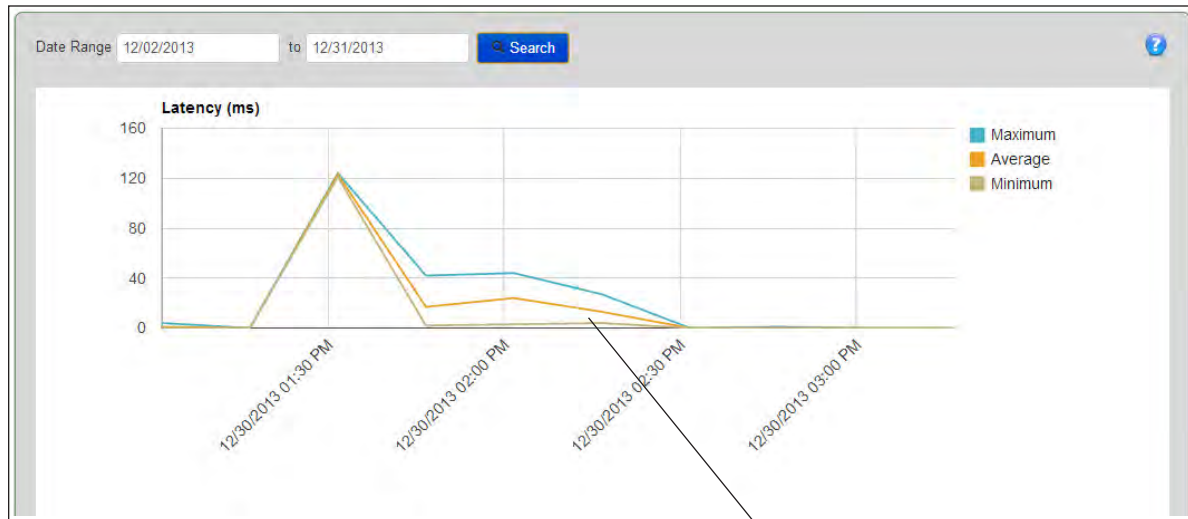


Two graphs display network communication information for the date range.

- The first graph reveals the latency of the network.
- The second graph indicates the number of ping failures.

### Graphing Ping Activity (cont.)

The first graph displays a measure of the latency during the date range. Latency is a measure of the time delay in a system—the greater the latency, the slower the communication.



In this graph, latency represents the time required (in milliseconds) for ping attempts during the time period, organized by color:

- The blue line indicates the maximum amount of time needed for ping attempts.
- The orange line indicates the average amount of time needed for ping attempts.
- The tan line indicates the minimum amount of time needed for ping attempts.

As the time required for ping attempts increases, peaks or spikes appear that can indicate increased network traffic and slower response time. You can use this information to determine optimum testing times.

## Graphing Ping Activity (cont.)

The second graph displays the amount of ping failures during the date range. Ping failures are a good indicator of system availability—a spike, or high failure rate, indicates a time period of poor communication between the TSM and DRC. Similarly, a low failure rate indicates a good time for testing. You can use this information to determine optimum testing times.



Ping failures indicate the number of times (Y-axis) that the TSM was unable to successfully ping the DRC server after five attempts during each time interval\* (X-axis).

\*To graph ping failures, the TSM divides the date range you specified into equal date and time intervals.

### ■ Load Simulation Testing

District Technology Coordinators (DTCs) can perform load simulations to estimate the amount of time it will take during testing to download tests and upload responses. The following are prerequisites to performing a load simulation test:

- The TSM must be installed, running, and connected to each testing computer that you plan to include in the simulation.
- INSIGHT must be installed on each testing computer that you plan to include in the simulation.
- The System Readiness Check must be active on each testing computer that you plan to include in the simulation.
- You must select a district and school name for the testing computer for your load simulation reports.

**Note:** For general questions and answers regarding Load Simulation Testing, see the topic, “Load Simulation Testing Questions” on page 113).

## Performing a Load Simulation

You use the TSM and INSIGHT to perform a load simulation—if you are not using the TSM, you cannot perform load simulations. First, you install INSIGHT on a testing computer and specify the location of the TSM the testing computer is using to register the testing computer with the TSM. Next, you start the TSM, specify which of the registered computers to include in the simulation, and run your simulations. Then, you use the TSM to review the results of the simulations.

To perform a load simulation, do the following:

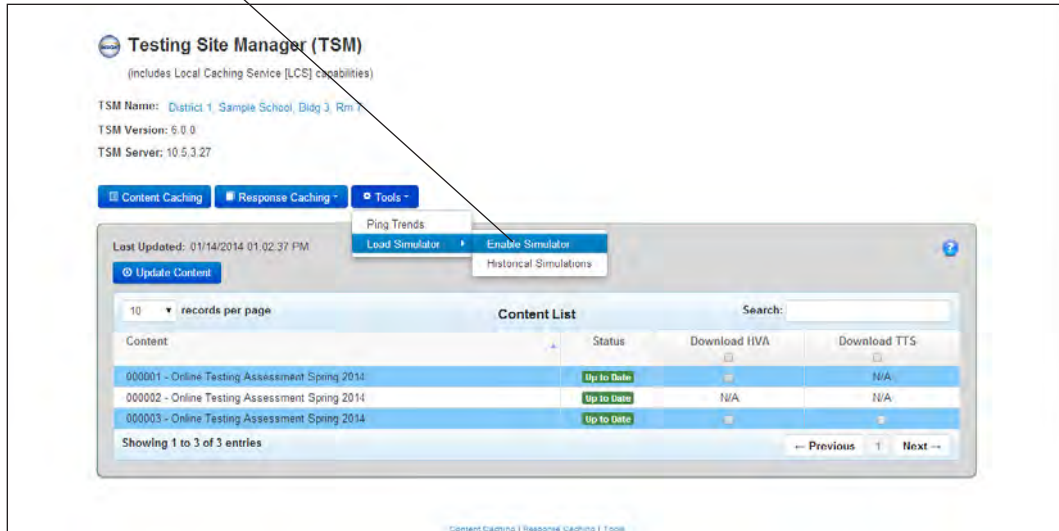
1. Install INSIGHT on each testing computer (see the Installation sections) .
2. Start the System Readiness Check and click **DRC INSIGHT Properties** to display the DRC INSIGHT Client Configuration Properties window.
3. If you have not done so, check the **Enable Content Caching** and **Enable Load Simulation** checkboxes and specify the location of the TSM you use for content caching in the **TSM Content Caching and Simulation Server Name** field, select the district and school for the testing computer from the **District Name** and **School Name** drop-down menus, and click **Save** (see “Setting DRC INSIGHT Properties” on page 94).

When you are finished, leave the System Readiness Check open. The System Readiness Check must be active on each testing computer that you plan to include in the simulation.

4. Start the TSM by selecting **Start–All Programs–TestingSiteManager–TestingSiteManager**.

## Performing a Load Simulation (cont.)

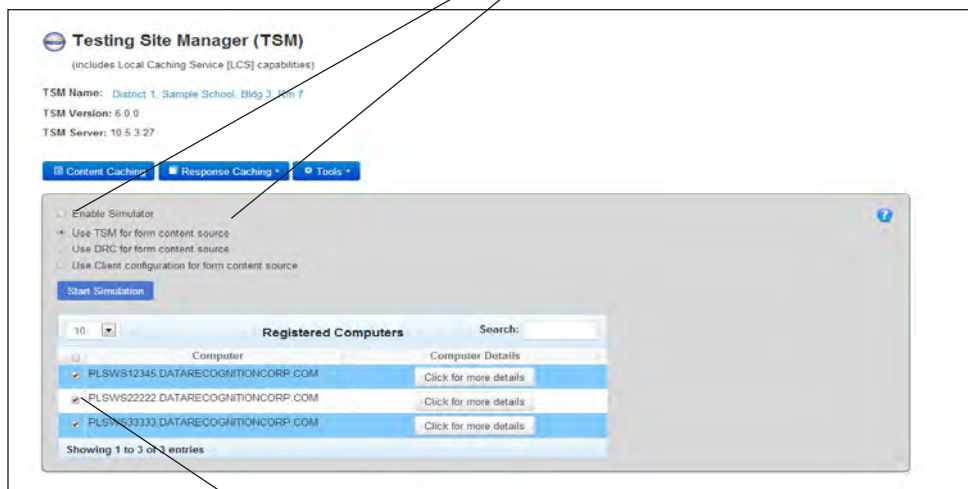
5. From the TSM, select **Tools–Load Simulator–Enable Simulator**.



You can specify the source for the test form content—the TSM, the DRC servers, or the testing computer.

6. Check the **Enable Simulator** checkbox and use the radio buttons to specify the source of the form content for the simulation.

**Note:** This step registers the testing computer with the TSM.

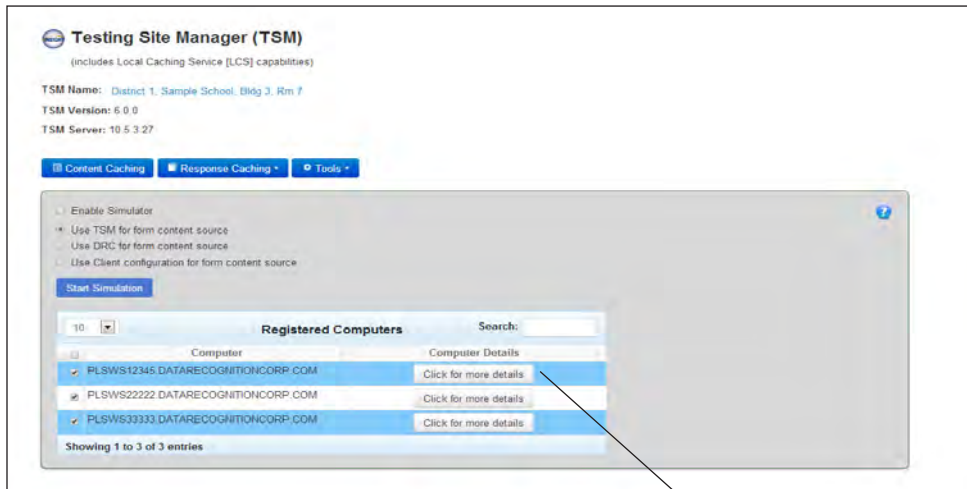


The Registered Computers page displays the number and name of each testing computer registered to the TSM.

7. Select one or more computers from the Computer column to include in the simulation by clicking the checkbox next to each computer's name. Click the checkbox at the top of the column to test all of the computers.

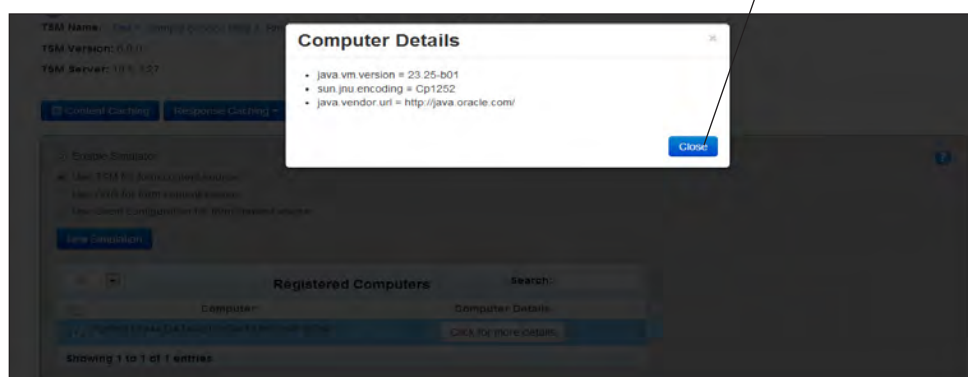


## Performing a Load Simulation (cont.)

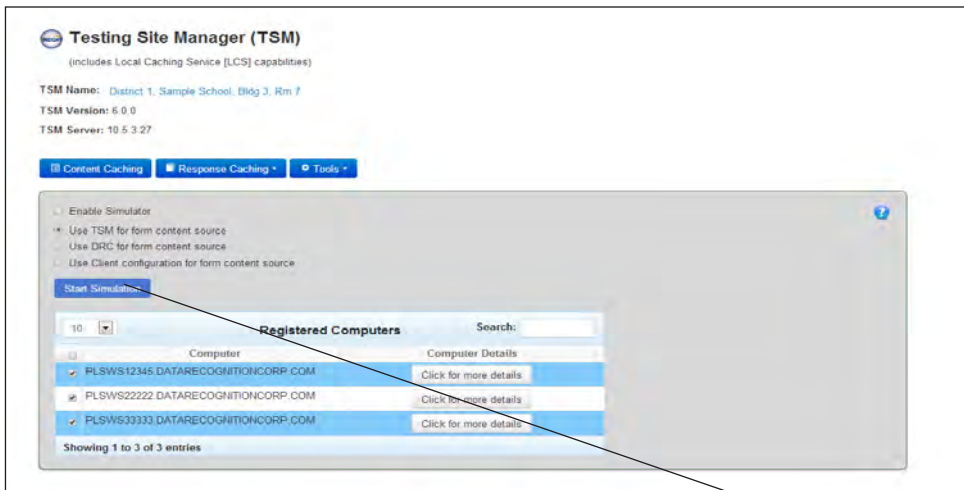


You are ready to run a simulation.

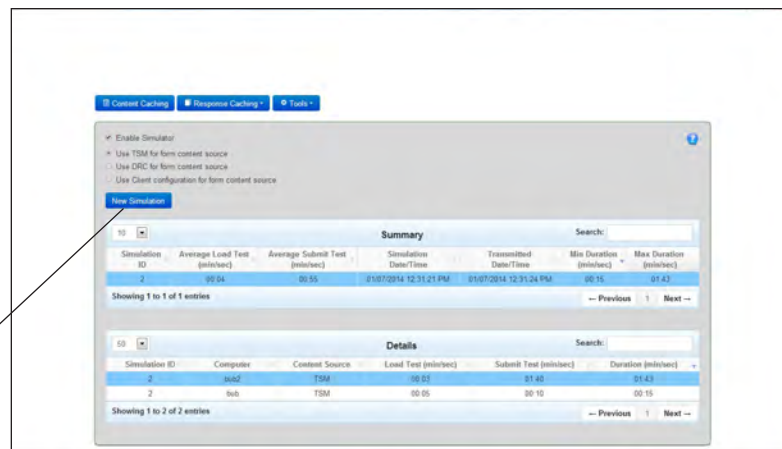
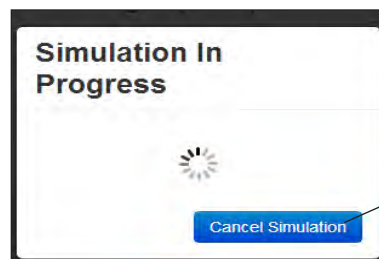
- To locate one or more computers in the list, use the Search box. Click the **Click for more details** button to display details about a testing computer, such as the version of Java currently installed. Click **Close** when you are finished.



## Performing a Load Simulation (cont.)



9. Click **Start Simulation** to start the simulation. You can click **Cancel Simulation** to cancel a simulation.



After a simulation, the Start Simulation button changes to New Simulation and each testing computer in the simulation displays a completion message.

10. To run another simulation, click the **New Simulation** button to reset it to **Start Simulation** and repeat Steps 4–8. If you are finished, close the System Readiness Check on each testing computer.

**Note:** A simulation times out after ten minutes. The time for a simulation that lasts less than one second is rounded to one second.

## Analyzing Load Simulation Results

When the load simulation finishes, the results display. For a description of the meaning of the information displayed, refer to the tables on the following page.

The simulation results are sorted by Maximum Duration and Simulation ID. You can click on any column heading to re-sort the data.

The screenshot displays the Testing Site Manager (TSM) interface. At the top, it shows the TSM Name: District 1, Sample School, Bldg 3, Rm 7, TSM Version: 6.0.0, and TSM Server: 10.5.3.27. Below this are buttons for Content Caching, Response Caching, and Tools. The main section is titled 'Select Simulations' and contains two tables: 'Summary' and 'Details'. Both tables show 'No data available in table' and 'Showing 0 to 0 of 0 entries'. The 'Summary' table has columns: Simulation ID, Average Load Test (min/sec), Average Submit Test (min/sec), Simulation Date/Time, Transmitted Date/Time, Min Duration (min/sec), and Max Duration (min/sec). The 'Details' table has columns: Simulation ID, Computer, Content Source, Load Test (min/sec), Submit Test (min/sec), and Duration (min/sec). A callout box points to the 'Max Duration (min/sec)' column in the 'Summary' table, stating: 'The simulation results are sorted by Maximum Duration and Simulation ID. You can click on any column heading to re-sort the data.'

**Testing Site Manager (TSM)**  
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7  
TSM Version: 6.0.0  
TSM Server: 10.5.3.27

Content Caching Response Caching Tools

Select Simulations

10

**Summary** Search:

Simulation ID	Average Load Test (min/sec)	Average Submit Test (min/sec)	Simulation Date/Time	Transmitted Date/Time	Min Duration (min/sec)	Max Duration (min/sec)
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

10

**Details** Search:

Simulation ID	Computer	Content Source	Load Test (min/sec)	Submit Test (min/sec)	Duration (min/sec)
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

Content Caching | Response Caching | Tools  
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### **Analyzing Load Simulation Results (cont.)**

The following tables describe the information displayed from the simulation that completed.

#### **Summary**

The information in the Summary column summarizes simulation results across all of the testing computers in the simulation.

Heading	Description
Simulation ID	A system identifier for the simulation.
Average Load Test (min/sec)	The average time for the computers in the simulation to load test content.
Average Submit Test (min/sec)	The average amount of time for the computers in the simulation to submit test responses to DRC.
Simulation Date/Time	The date and time the simulation started.
Transmitted Date/Time	The time the simulation results were transmitted to DRC.
Min Duration (min/sec)	The time required for the fastest computer in the simulation to load the test and submit the results.
Max Duration (min/sec)	The time required for the slowest computer in the simulation to load the test and submit the results.

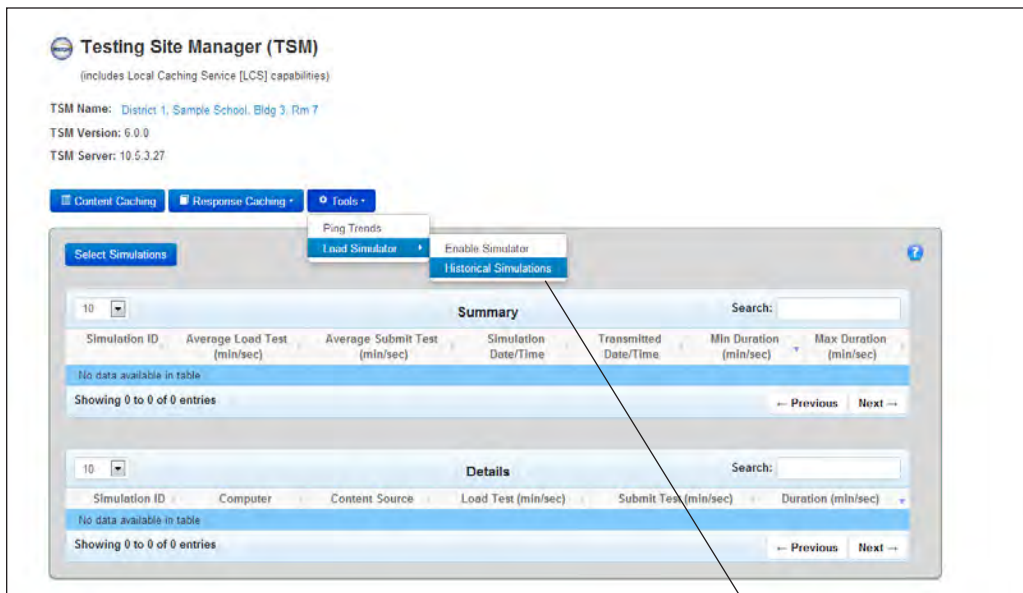
#### **Details**

The information in the Details column shows simulation details for each testing computer in the simulation.

Heading	Description
Simulation ID	A system identifier for the simulation.
Computer	The unique name of each computer in the simulation.
Content Source	The source of the test content loaded to the testing computer, DRC or TSM.
Load Test (min/sec)	The time it took the testing computer to load test content.
Submit Test (min/sec)	The time it took the testing computer to submit test responses to DRC.
Duration (min/sec)	The total time it took the testing computer to load the test and submit the results.

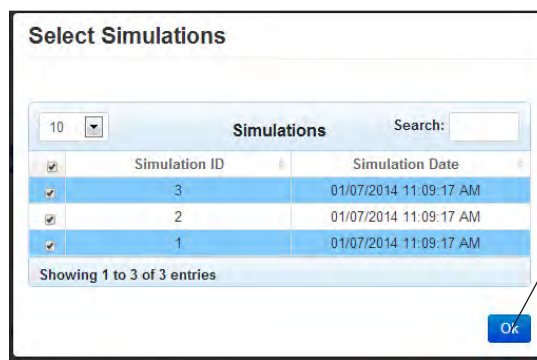
## Viewing Historical Simulation Data

Use the Historical Simulations option to view the results of one or more simulations that you select. For a description of the meaning of the information displayed, refer to the tables that follow.



To select one or more simulations, do the following:

1. Select **Tools–Load Simulator–Historical Simulations**.
2. Click **Select Simulations** The Select Simulations dialog displays. Check a checkbox for each simulation you want to display.
3. Click **OK** to view the results.



## Viewing Historical Simulation Data (cont.)

**Testing Site Manager (TSM)**  
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7  
TSM Version: 6.0.0  
TSM Server: 10.5.3.27

☐ Content Caching ☒ Response Caching ☐ Tools

Select Simulations

10

Simulation ID	Average Load Test (min/sec)	Average Submit Test (min/sec)	Simulation Date/Time	Transmitted Date/Time	Min Duration (min/sec)	Max Duration (min/sec)
2	00:08	00:06	01/07/2014 11:09:17 AM		00:13	00:14
3	00:06	00:06	01/07/2014 11:09:17 AM		00:09	00:18
1	00:04	00:06	01/07/2014 11:09:17 AM		00:08	00:10

Showing 1 to 3 of 3 entries [Previous](#) 1 [Next](#)

10

Simulation ID	Computer	Content Source	Load Test (min/sec)	Submit Test (min/sec)	Duration (min/sec)
3	PLSWS22222.DATARECOGNITIONCORP.COM	DRC	00:13	00:05	00:18
2	PLSWS33333.DATARECOGNITIONCORP.COM	DRC	00:08	00:06	00:14
2	PLSWS11111.DATARECOGNITIONCORP.COM	DRC	00:07	00:07	00:13
2	PLSWS22222.DATARECOGNITIONCORP.COM	DRC	00:09	00:05	00:13
1	PLSWS11111.DATARECOGNITIONCORP.COM	TSM	00:03	00:07	00:10
1	PLSWS33333.DATARECOGNITIONCORP.COM	TSM	00:03	00:06	00:09
3	PLSWS33333.DATARECOGNITIONCORP.COM	TSM	00:03	00:06	00:09
3	PLSWS11111.DATARECOGNITIONCORP.COM	TSM	00:03	00:07	00:09
1	PLSWS22222.DATARECOGNITIONCORP.COM	TSM	00:04	00:05	00:08

Showing 1 to 9 of 9 entries [Previous](#) 1 [Next](#)

4. The results display for the simulations you selected. For a description of the meaning of the information displayed, refer to the tables on the following page.

**Note:** The results are sorted by Maximum Duration and Simulation ID. You can click on the column headings to re-sort the data.

## Viewing Historical Simulation Data (cont.)

The following tables describe the simulation information that displays.

### Summary (Historical)

The historical summary information summarizes simulation results across all of the testing computers in the simulation selected.

Heading	Description
Simulation ID	A system identifier for the simulation.
Average Load Test (min/sec)	The average time for the testing computers in the simulation to load test content.
Average Submit Test (min/sec)	The average amount of time for the computers in the simulation to submit test responses to DRC.
Simulation Date/Time	The date and time the simulation started.
Transmitted Date/Time	The time the simulation results were transmitted to DRC.
Min Duration (min/sec)	The time required for the fastest computer in the simulation to load the test and submit the results.
Max Duration (min/sec)	The time required for the slowest computer in the simulation to load the test and submit the results.

### Details (Historical)

The historical detail information shows simulation details for each testing computer in the simulation selected.

Heading	Description
Simulation ID	A system identifier for the simulation.
Computer	The unique name of each computer in the simulation.
Content Source	The source of the test content loaded to the testing computer, DRC or TSM.
Load Test (min/sec)	The time it took the testing computer to load test content.
Submit Test (min/sec)	The time it took the testing computer to submit test responses to DRC.
Duration (min/sec)	The total time it took the testing computer to load the test and submit the results.



### ■ What is the System Readiness Check?

The System Readiness Check helps you troubleshoot issues that might occur during INSIGHT installation or when INSIGHT is running. It is installed when you install INSIGHT, runs anytime INSIGHT runs, and performs a series of tests you can use to diagnose and prevent or correct most errors easily.

The System Readiness Check verifies that a testing computer meets all of the necessary hardware and software requirements for testing. It also indicates which, if any, checks the testing computer failed and provides suggestions for success.

The System Readiness Check is located in different places on the computer, depending on the type of computer, the operating system, and the state.

#### **Windows Systems**

For Michigan, the program is located at C:\Program Files\DRC Online Assessment System\Readiness.

For 64-bit computers, the program is located at C:\Program Files (x86)\DRC Online Assessment System\Readiness.

To run the program, from the **Start** menu select **All Programs–DRC Online Assessments–System Readiness Check**.

#### **Mac (OS X) Systems**

For Michigan, the program is located at /Applications/DRC Online Assessment System/Readiness.

To run the System Readiness Check program, select /**Applications/DRC Online Assessment System** and double-click on **Readiness**.

## Using the System Readiness Check

After installing INSIGHT, use the System Readiness Check to determine whether your testing computers still meet system requirements and to troubleshoot issues.

The screenshot shows the System Readiness Check application window. A 'Saved Results' dialog box is open in the foreground, listing several JSON files with 'Display Results' buttons. The main application window displays system information and a list of tests with status indicators (green checkmarks, grey circle, or red X) and 'Details' buttons. At the bottom, there are buttons for 'Load Results', 'Execute Tests', 'Test Audio', 'DRC INSIGHT Properties', and 'Exit'. Callout boxes provide instructions for these buttons.

**Click **Details** to display more information about a specific test.**

**Click **Load Results** to display the **Saved Results** window that lists the results from previous tests. You can click **Display Results** to display any of your previous results.**

**Click **Execute Tests** to run the tests.**

**Click **Exit** to exit the System Readiness Check.**

OS Level	OS Version
Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit	6.1
Content Caching TSM Connection	Content Caching TSM Configuration
https://mgws11274:8443/	Yes

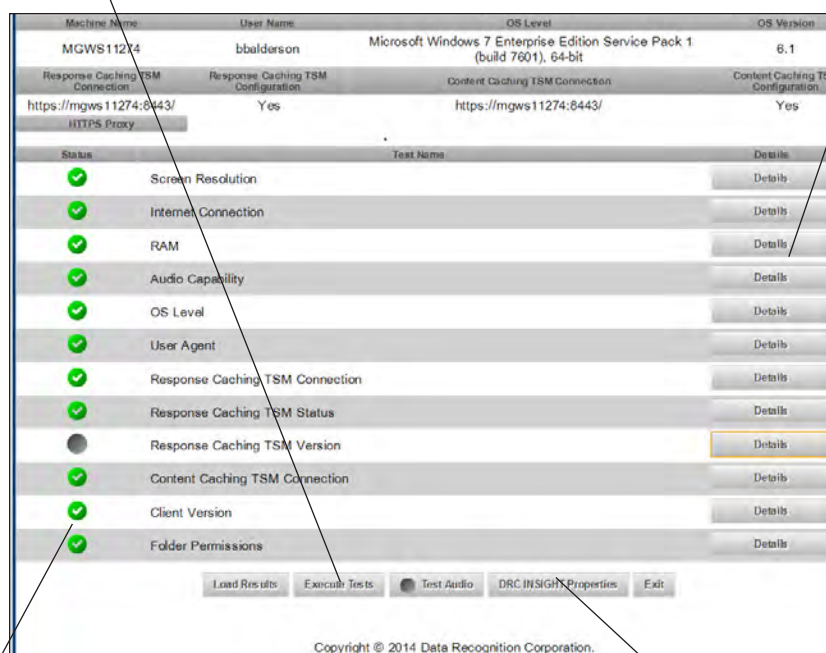
Test Name	Status	Details
User Agent	✓	Details
Response Caching TSM Connection	✓	Details
Response Caching TSM Status	✓	Details
Response Caching TSM Version	●	Details
Content Caching TSM Connection	✓	Details
Client Version	✓	Details
Folder Permissions	✓	Details

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## Using the System Readiness Check (cont.)

When you click **Execute Tests**, the System Readiness Check runs all of the tests from the required test list and displays the results.

Click **Details** to display more information about the results of a specific test.



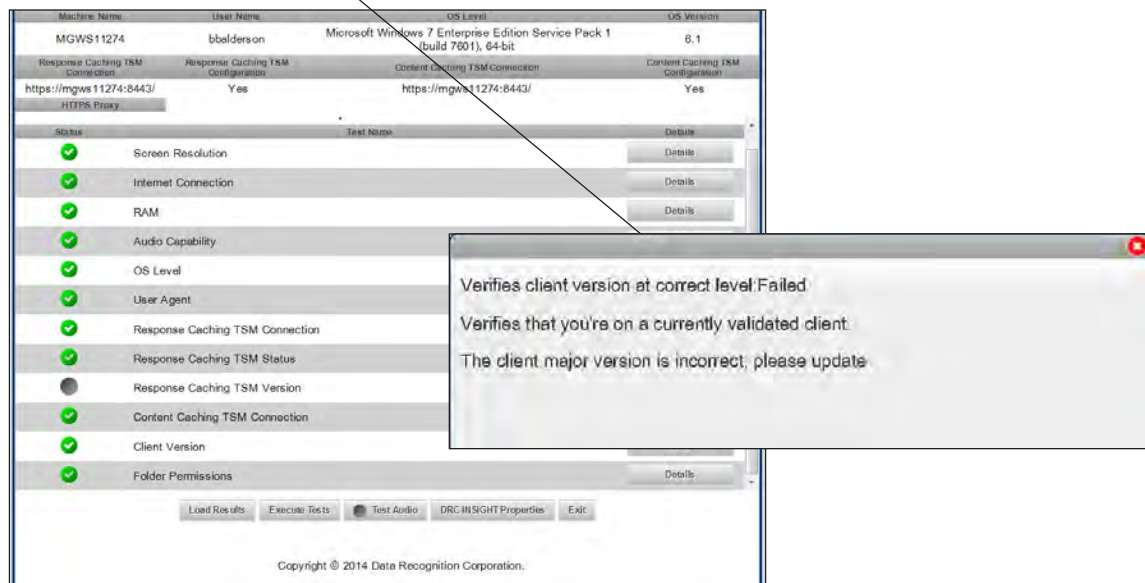
A green check mark icon (✓) indicates that the testing computer passed the test. A red exclamation point icon (✗) indicates that the testing computer failed the test.

Click **DRC INSIGHT Properties** to display a dialog box you can use to update the connection information for your TSM server, or to enable or disable TSMs (see “Setting DRC INSIGHT Properties” on page 94).

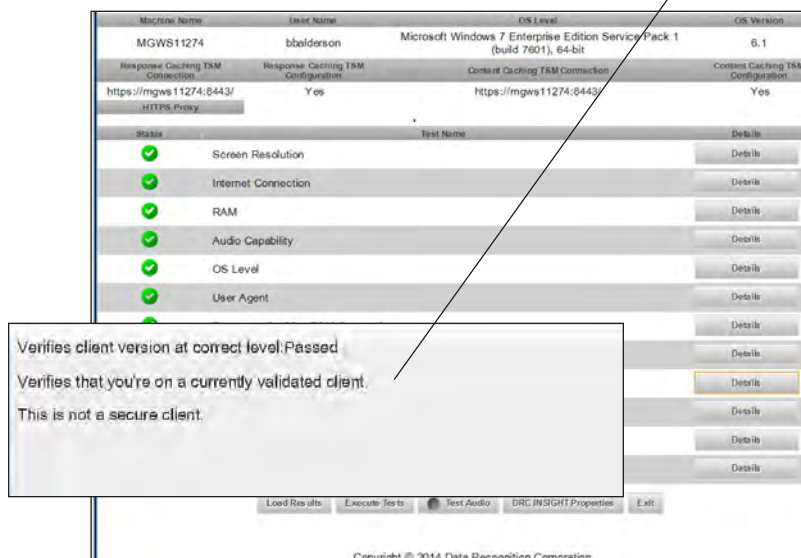
## Using the System Readiness Check (cont.)

You can display details about the System Readiness Check before and after the tests. For a description of these tests, see “The System Readiness Required Tests” on page 88 .

When you click **Details** before you execute a test, a window displays a description of the test.



When you click **Details** after you execute a test, a window displays the results of the test.



## ■ The System Readiness Required Tests

The System Readiness Checks performs a series of required tests to determine whether the computer is ready for online testing. The following table lists and describes each test plus the minimum requirements to pass the test.

Test	Description	Required to Pass
Screen Resolution	Verifies that the screen width and height are sufficient to display the online tests.	A minimum screen size of 800 x 600 pixels.
Internet Connection	Verifies that the computer is connected to the Internet and that the connection speed is fast enough for testing.	The computer and browser must have a ping (connection) time of no more than 250 ms (milliseconds—a millisecond is 1/1000 of a second).
RAM	Verifies that the computer has enough memory for online testing.	512 MB of RAM
Audio Capability	Verifies that the computer has the audio capability needed for online testing and/or tutorials.	The computer must have one or more audio channels, be able to play MP3 audio files, and must have a microphone installed.
OS Level	Verifies that the operating system is supported and at a level required for online testing.	See “INSIGHT System Requirements” on page 12 for the supported operating systems.
User Agent	Verifies that the web browser will work for the unsecured, practice tests—the Online Tools Training, or OTT.	An up-to-date Chrome browser.
Response Caching TSM Connection	Verifies that the INSIGHT test engine software on the testing computer can connect to the TSM response caching server.	The connection to the TSM response caching server must be working.
Response Caching TSM Status	Verifies that the TSM contains no unsent student responses.	The TSM must contain no stored responses.
Response Caching TSM Version	Verifies that the version of the TSM response caching server is the most recent.	The TSM response caching server must be the latest version.

## ■ The System Readiness Required Tests (cont.)

Test	Description	Required to Pass
Content Caching TSM Connection	Verifies that the INSIGHT test engine software on the testing computer can connect to the TSM content caching server.	The connection to the TSM content caching server must be working.
Content Caching TSM Version	Verifies that the version of the TSM content caching server is the most recent.	The TSM content caching server must be the latest version.
Client Version	Verifies that the version of the client software will work with the secure browser.	The base level of the client software must be up to date.
Folder Permissions	Verifies that you have permission to read and write to the installation folder.	read/write access to the installation folder.

### ***Resolving System Readiness Required Tests***

This topic describes various issues you may experience when you run the System Readiness Check tests. It also describes the steps to take to resolve these issues.

#### ***Issue 1. Screen Resolution Error***

---

This test verifies that the screen width and height settings meet the minimum system requirements. If it fails, the machine's resolution is not high enough to meet the minimum system requirements. You must change the screen resolution (see "INSIGHT System Requirements" on page 12 in the Configuration section for the supported resolution).

#### ***Issue 2. Internet Connectivity Error***

---

The testing workstation cannot reach the DRC servers through the Internet. This is usually a firewall or proxy issue. Make sure that everything is whitelisted (see "Question 1: I Don't Know What to Whitelist, Allow, or Unblock?" on page 114).

#### **Starting or Running the System Readiness Application**

If the error occurs when you are starting or running the System Readiness Application, do the following:

1. Verify that you have no bandwidth issues and that you can reach the DRC servers.
2. The Windows environment does not always capture proxy settings correctly. Usually, Windows uses the Internet Explorer Internet settings. You also can set them using the System Readiness software (see "Setting DRC INSIGHT Properties" on page 94).
3. Contact your Internet Service Provider (ISP) and verify that it is not filtering or throttling your connection with DRC.
4. Verify that you have all of the DRC addresses whitelisted.

#### ***Issue 3. RAM Error***

---

This test verifies that the system's memory meets the minimum system requirements. If this test fails, you must upgrade the amount of memory in the computer to meet the minimum system requirements.

#### ***Issue 4. Audio Capability Error***

---

This test verifies that the computer has the audio capability need for online testing and/or tutorials. If this test fails, verify that the computer's sound card is working and that the computer has a valid playback device.

#### ***Issue 5: OS Level Error***

---

This test verifies that INSIGHT is running on a supported operating system. If the machine is running a supported operating system, the test verifies that your setup meets the minimum system requirements.



---

**Issue 6. User Agent Error**

---

This test verifies that the web browser is correct for online testing.

---

**Issue 7. TSM Connection Error**

---

The testing client (workstation) is configured to use the TSM, but it cannot connect to it. All of the computers that use the TSM server must be able to connect to the TSM.

**If you are not using the TSM**

Turn off the TSM in INSIGHT and do one of the following:

- In the installation directory, edit the properties file <DRC INSIGHT Install Folder>\DRCCConfiguration.json, in a text editor (you must have administrator privileges to edit this file), and change the LCSURL parameter string to “**LCSURL**” : “”
- Reinstall INSIGHT and do not use the TSM.

**If you are using the TSM**

1. From the System Readiness application, verify that the TSM server settings are correct.
2. Verify that the TSM service is running.
3. Verify that the TSM is reachable. Open the TSM both on the computer where the TSM is installed and on some of the machines that are receiving the error.
4. Make sure that any Antivirus/Firewall/Proxy between, or on, the client and server is open. And ensure that the testing client and the TSM are whitelisted.

**Note:** See “Question 1: I Don’t Know What to Whitelist, Allow, or Unblock?” on page 114 to verify what should be allowed, whitelisted, and unblocked.

5. Try setting the proxy settings manually.
6. Verify that no other web servers are running. Check whether a Virtual Machine (VM) is being used to host the TSM. Make sure no other VMs on the server are running a web server on ports 8080 or 8443.

---

**Issue 8. TSM Response Caching Error**

---

The TSM server has not transmitted all of its stored responses. This test fails if there are stored student responses that have not transmitted.

1. Start the TSM.
2. Select **Response Caching–Unsent Responses**.
3. Verify whether there are unsent tests and click **Transmit Responses** if there are.

### ***Issue 9. TSM Version Error***

---

The TSM is not the latest version. You must uninstall it and reinstall the latest version.

1. Uninstall the TSM (see the Installation sections) and verify that it was uninstalled correctly.
2. Reinstall the TSM from eDIRECT (see the Installation sections).
3. Rerun the System Readiness checks (see “Using the System Readiness Check” on page 85) to verify that the TSM is the latest version.

### ***Issue 10. Client Version Error***

---

The client software (INSIGHT) is not the latest version. You must download the latest version (if you are prompted to update your software, click **Update**).

## ■ DRC INSIGHT Properties

You use the DRC INSIGHT properties to specify certain system properties for your testing computers (the client systems), your TSM server, and other testing servers. You can do the following:

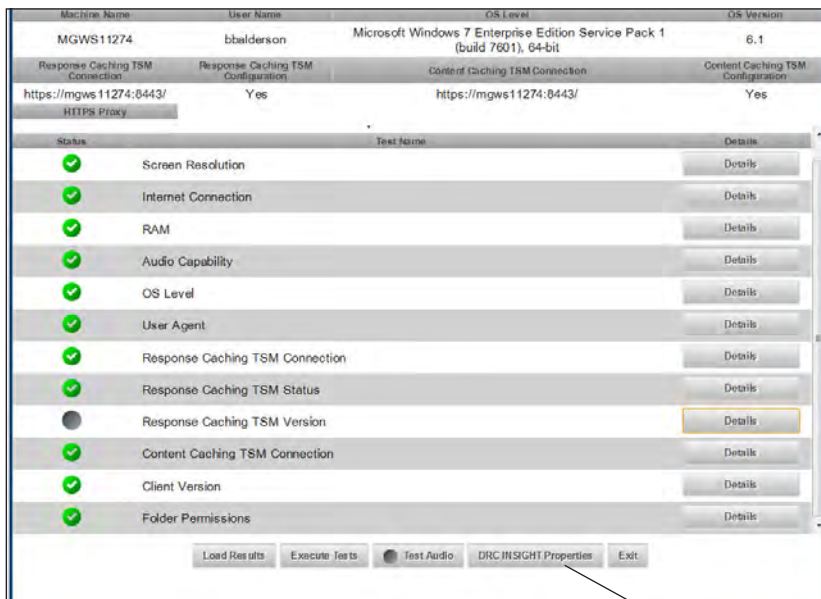
- Enable or disable automatic software updates
- Specify proxy settings for both your unsecured (http) and secured (https) host servers.
- Enable or disable a TSM.
- Specify which server is the content caching and/or load simulation TSM server, and the port it uses for communication.
- Specify which server is the response caching TSM server and the port it uses for communication.
- Select the district and school name associated with the testing computer (required for Load Simulation Testing).

You specify these properties by selecting **DRC INSIGHT Properties** (see “Setting DRC INSIGHT Properties” on page 94).

The Load Simulation Tool is software that simulates and tests both the load and route of the data from the testing workstation to the DRC servers to help ensure that everything is set up correctly for testing (see the topics “Load Simulation Testing” on page 74 and “Load Simulation Testing Questions” on page 113).

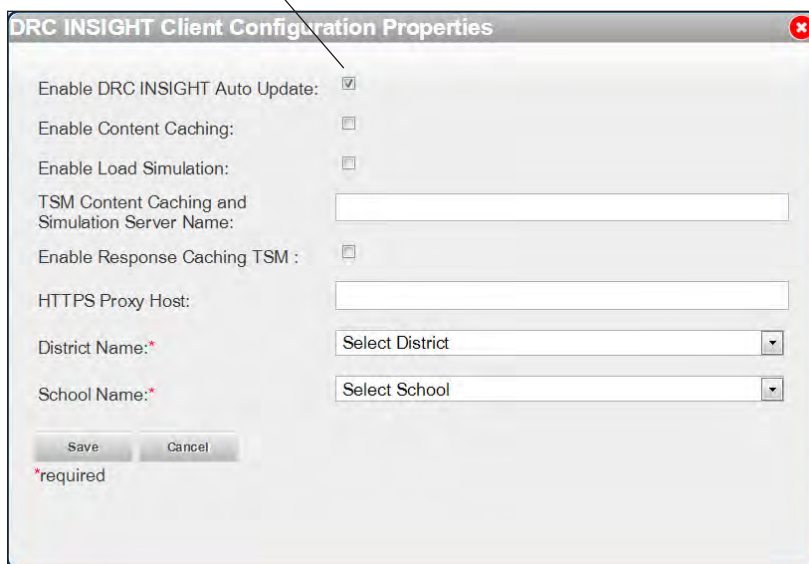
### Setting DRC INSIGHT Properties

When you select DRC INSIGHT Properties from the Required Test List window, a dialog box displays that you can use to enable or disable automatic software updates, specify the path to the TSM server you use for content caching and/or load simulation tests, the path to the TSM server you use for response caching, the path to a secure proxy host, and the name of the district and school associated with the testing computer.



You can enable or disable Auto Updates (see “Automatic Software Updates” on page 13).

Click **DRC INSIGHT Properties** to display the DRC INSIGHT Configuration Properties dialog box. From this dialog box you can review your INSIGHT configuration and make changes to it.



## Setting DRC INSIGHT Properties (cont.)

To specify a server to use for test content caching, check **Enable Content Caching** and enter the server name (or IP address) and port number in the TSM Content Caching and Simulation Server Name field.

To specify a server to use for load simulations, check **Enable Load Simulation** and enter the server name (or IP address) and port number (separated by a colon) in the TSM Content Caching and Simulation Server Name field.

To specify a server to use for test response caching, check **Enable Response Caching TSM** and enter the server name (or IP address) and port number (separated by a colon) in the TSM Response Caching Server Name field that displays.

DRC INSIGHT Client Configuration Properties

Enable DRC INSIGHT Auto Update: ☒

Enable Content Caching: ☒

Enable Load Simulation: ☒

TSM Content Caching and Simulation Server Name:

Enable Response Caching TSM : ☒

TSM Response Caching Server Name:

HTTPS Proxy Host:

District Name:\*

School Name:\*

Save Cancel

\*required

Click **Save** to save your changes or **Cancel** to cancel them.

To specify a proxy HTTPS (secured) Host to use for the TSM, enter the server name (or IP address) and port number (separated by a colon) in the HTTPS Proxy Host Name field. You must restart the testing computer to make this change.

Select the district and school for the testing computer from the **District Name** and **School Name** drop-down menus. The school and school district names are used for the reports generated from the load simulations tests.

## Setting DRC INSIGHT Properties (cont.)

Machine Name	User Name	OS Level	OS Version
MGWS11274	bbalderson	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit	6.1
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
https://mgws11274:8443/ HTTPS Proxy	Yes	https://mgws11274:8443/	Yes

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
✓	Response Caching TSM Connection	Details
✓	Response Caching TSM Status	Details
●	Response Caching TSM Version	Details
✓	Content Caching TSM Connection	Details
✓	Client Version	Details
✓	Folder Permissions	Details

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If you made any configuration changes, the System Information window displays the results of the System Readiness Check tests for those changes.

# Appendix A: Troubleshooting





### ■ What's Covered in This Appendix

This Appendix describes some of the more common error messages you may encounter while installing, configuring, and using DRC INSIGHT, and provides recommendations to resolve them.

For some messages, there are references to a more detailed description of how to resolve the error.

### Common Error Messages

This topic describes common INSIGHT and Testing Site Manager (TSM) error messages and methods to resolve them.

#### **Message:** *Connection Error Retrieving Content*

Please contact your local IT staff to verify network connection is working. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** The testing client is not able to connect and download the test form from DRC. This connection error occurred while trying to download the form.

**What Should I Do?** If the issue persists check your whitelisting on you network devices and prioritize testing traffic. If possible allow testing traffic to bypass as many network devices as possible. Ensure that bandwidth is not being completely consumed. If you are using a TSM, verify the whitelisting and firewalls to and on the TSM. See “Issue 7. TSM Connection Error” on page 91 in the Working with INSIGHT section.

---

#### **Message:** *Download of Upgrade Failed*

Your upgrade failed because the download was unsuccessful.

**Description:** The testing client tried to upgrade but was unable to download the update.

**What Should I Do?** Try one or more of the following actions:

1. Retry the update.
2. Verify your whitelisting settings.
3. Manually update the testing client.

---

#### **Message:** *Idle Error -- Responses Stored*

Your session has been ended due to inactivity. Please click the OK button to proceed.

**Description:** The test session ended due to inactivity and auto shut down testing.

---

### **Message:** *Internet Connection Error*

There has been an interruption in Internet connection. The student may be moved to another computer to continue testing. If this error persists, contact your local IT staff to verify network and Internet connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** There was an interruption in the Internet connection and the testing client was unable to reach DRC or the TSM (if connected).

**What Should I Do?** If the issue persists, check whitelisting on your network devices and prioritize testing traffic. Allow testing traffic to bypass as many network devices as possible. Ensure bandwidth is not being completely consumed. See “Issue 2. Internet Connectivity Error” on page 90 in the Working with INSIGHT section.

---

### **Message:** *No TSM Configured*

A TSM must be configured when using an Audio Accommodation. Please contact an administrator.

**Description:** The testing client is trying to log into an audio test that requires a TSM, but no TSM is configured.

**What Should I Do?** Connect the testing client to a TSM for content caching.

---

### **Message:** *Previous Login May Have Unsent Responses*

The responses for the student's previous login to this test may have used a Testing Site Manager (TSM). The student cannot continue testing until any stored responses are sent. Please contact your local IT staff to check for unsent responses. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** The last login for this ticket saved responses, or tried to save responses, to the TSM. This login is either not connecting to the same TSM, or is not connecting to any TSM. The testing client must verify that there are no unsent responses on the previous TSM before the student can continue testing.

**What Should I Do?** The testing client must connect to the same TSM as their previous login to verify that there are no unsent responses. Start the TSM, select **Response Caching–Unsent Responses**, and click **Transmit Responses**.

---

---

**Message:** *Previous Login with Unsent Responses*

The responses for the student's previous login to this test are still stored on the Testing Site Manager (TSM). The responses must be sent by the TSM before the student can continue testing. Please contact your local IT staff to send the responses. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** The last login for this ticket saved responses to the TSM and they have not been submitted yet.

**What Should I Do?** Submit the unsent responses. Start the TSM, select **Response Caching–Unsent Responses**, and click **Transmit Responses**.

---

**Message:** *Session Ended*

Another session has been activated with this student's login. Please confirm the student is using their assigned login. If the student is actively testing on another computer, click OK. Please contact DRC Customer Support if you need additional help to resolve this matter.

**Description:** Someone else has logged in with the same credentials on another computer.

**What Should I Do?** Verify that the student is using the correct testing credentials and that another student is not using them, and have the student login again.

---

**Message:** *Session Status Outside Window*

Testing is currently unavailable. Please contact an administrator.

**Description:** The test ticket that is trying to be logged into is in a test session where the window is not active.

**What Should I Do?** Move the student to a test session in an appropriate testing window.

---

### **Message:** *Test Exit! Responses Stored on TSM*

There has been an interruption in Internet connection. All of the student's responses have been saved to the Testing Site Manager (TSM). The student should return to the same testing lab to complete the test. Please contact your local IT staff to confirm the TSM is cleared by the end of the day. They can contact DRC Customer Support if they need additional help to resolve this matter.

**Description:** During testing the testing client lost connection with DRC. The test continued while saving responses to the TSM. The test has not been completed, so before the student can continue testing, the TSM must submit the responses for the student.

**What Should I Do?** Make sure the TSM submits all the unsent responses. The student will not be able to continue testing until the responses are submitted. From the TSM, select **Response Caching–Unsent Responses**, and verify that the TSM displays **No unsent responses!** If there are unsent responses, click **Transmit Responses**. If that doesn't work, contact your System Administrator, or see "Issue 2. Internet Connectivity Error" on page 90.

---

---

### **Message:** *Test Version Error*

The form the student is trying to access is not available. The form must be downloaded prior to students testing. Please contact your local IT staff to update the Testing Site Manager (TSM). If further support is required, contact DRC Customer Support.

**Description:** The form the testing client is trying to download from TSM is not available.

**What Should I Do?** Download the form onto the TSM. See "Question 2: How Do I Update Test Forms in a TSM?" on page 115 in Appendix B.

---

---

### **Message:** *Test Version Error*

The test the student is trying to access is not the most up-to-date version. The latest version must be downloaded prior to students testing. Please contact your local IT staff to update the Testing Site Manager (TSM). If further support is required, contact DRC Customer Support.

**Description:** The form on the TSM is not up to date.

**What Should I Do?** Update the form on the TSM. See "Question 2: How Do I Update Test Forms in a TSM?" on page 115 in Appendix B.

---

---

---

**Message:** *Testing Complete! Responses Stored on TSM*

There has been an interruption in Internet connection. All of the student's responses have been saved to the Testing Site Manager (TSM). The TSM will send the responses for scoring. Please contact your local IT staff to confirm the TSM is cleared by the end of the day. They can contact DRC Customer Support if they need additional help to resolve this matter.

**Description:** During testing the testing client lost connection with DRC. The test continued while saving responses to the TSM. The test has been completed.

**What Should I Do?** Make sure the TSM submits all the unsent responses. From the TSM, select **Response Caching–Unsent Responses**, and verify that the TSM displays **No unsent responses!** If there are unsent responses, click **Transmit Responses**. If that doesn't work, contact your System Administrator, or see "Issue 2. Internet Connectivity Error" on page 90.

---

**Message:** *TSM Connection Error -- Could Not Register TSM*

This computer cannot connect to the Testing Site Manager (TSM). The problem must be corrected before the student can continue testing. Please contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** The connection to the TSM was lost. All responses should be stored either at DRC or on the TSM.

**What Should I Do?** Confirm that the testing client can reach the TSM. Also confirm that the testing client's TSM URL is correct.

---

**Message:** *TSM Connection Error -- Responses May Be Stored*

This computer can no longer connect to the Testing Site Manager (TSM). The connection must be restored before the student can continue testing. Please contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** The connection to the TSM was lost. All responses should be stored either at DRC or on the TSM.

**What Should I Do?** Confirm that the testing client can reach the TSM. Restart the TSM. If that doesn't work, contact your System Administrator or see "Issue 7. TSM Connection Error" on page 91 in the Working with INSIGHT section.

---

**Message:** *TSM Connection Error During Login*

This computer cannot connect to the Testing Site Manager (TSM). The connection or the content must be restored before the student can continue testing. Please contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** The testing client is not able to connect to the TSM. This connection error occurred while trying to login.

**What Should I Do?** Verify you can reach the TSM. If the issue persists check your TSM computer's firewall and check your whitelisting on your firewall, content filter, proxies and other network devices.

---

**Message:** *TSM Connection Error Retrieving Content*

This computer cannot connect to the Testing Site Manager (TSM) to retrieve content. The connection or the content must be restored before the student can continue testing. Please contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

**Description:** The testing client is not able to connect and download the test form from the TSM. This connection error occurred while trying to download the form.

**What Should I Do?** Verify that all the forms are up to date and that the testing client can reach the TSM.

---

**Message:** *TSM Content Caching Configuration Error*

The Testing Site Manager (TSM) is not configured to deliver testing content. Enter a different TSM for Content Caching. Please contact DRC Customer Support if you need additional help to resolve this matter.

**Description:** The testing client is configured to download testing content from the TSM, but the TSM is not configured to deliver content.

**What Should I Do?** Either the client must be set to not download content from the TSM, or the TSM must be configured to provide content.

---



---

**Message:** *TSM Content Caching Error*

The Testing Site Manager (TSM) is not configured to deliver testing content. Testing Content will not be downloaded from the TSM. Please contact your local IT staff to update your content source configuration. They can contact DRC Customer Support if they need additional help to resolve this matter.

**Description:** The testing client is configured to download testing content from the TSM but the TSM is not configured to deliver content.

**What Should I Do?** Either the client must be set to not download content from the TSM, or the TSM must be configured to provide content.

---

---

**Message:** *TSM Response Caching Configuration Error*

The Testing Site Manager (TSM) is not configured to store student responses. Enter a different TSM for Response Caching. Please contact DRC Customer Support if you need additional help to resolve this matter.

**Description:** The testing client is configured to save responses to the TSM but the TSM is not configured to save responses.

**What Should I Do?** Either the client must be set to not save responses to the TSM, or the TSM must be configured to save responses.

---

---

**Message:** *TSM Response Caching Error*

The Testing Site Manager (TSM) is not configured to store student responses. The student responses will not be saved to the TSM. Please contact your local IT staff to update your student response caching configuration. They can contact DRC Customer Support if they need additional help to resolve this matter.

**Description:** The testing client is configured to save responses to the TSM but the TSM is not configured to save responses.

**What Should I Do?** Either the client must be set to not save responses to the TSM, or the TSM must be configured to save responses.

---

**Message:** *TSM Version Error*

The TSM is out of date. Please contact an administrator.

**Description:** The TSM is out of date.

**What Should I Do?** Update the TSM. Uninstall the current version of the TSM and reinstall the new version.

---

**Message:** *Your client attempted to access an invalid URL*

Your session has been ended because your client tried to access an unsupported address. Please click the OK button to proceed.

**Description:** The client is pointed to the wrong URL.

**What Should I Do?** Fix the URL in the .json file. The file is located at the following locations:

Windows 32-bit

C:\Program Files\MI Online Assessment System\DRCCConfiguration.json

Windows 64-bit

C:\Program Files (x86)\MI Online Assessment System\DRCCConfiguration.json

Macintosh

/Library/Application Support/DRCInsight/DRCCConfiguration.json

---

**Message:** *Your client failed the Readiness Check*

Your session has been ended because your client is not supported. Please click the OK button to proceed. It is possible that the browser that you are using is unsupported. Please download the latest version of Chrome.

**Description:** The testing client has failed a System Readiness Check test.

**What Should I Do?** Use the System Readiness Check to see which test failed and fix the issue.

---

**Message:** *Your client is out of date*

Your session has been ended because your client is out of date. We will now attempt an upgrade.

**Description:** The testing client is out of date. If Auto Update is enabled, it will now run.

**What Should I Do?** Run Auto Update, or install the update manually.

---

**Message:** *Your client is out of date*

Your session has ended because your client is out of date. The latest version must be downloaded prior to students testing.

**Description:** The testing client is out of date. Auto Update is not enabled, so you must updated the testing client manually.

**What Should I Do?** Enable and run Auto Update, or install the update manually

---

# Appendix B: FAQs



## ■ What's Covered in This Appendix

This Appendix contains a list of frequently asked questions and answers about configuring, installing, and using DRC INSIGHT and the Testing Site Manager (TSM) software. The questions and answers cover the Windows and Macintosh (OS X) environments.

All of the questions are technical in nature, but they are divided into two categories: General Questions and Common Technical Questions and Answers. The second category of questions covers common technical support issues you may encounter, and provides tips, techniques, and workarounds to resolve them.

### ■ General Questions

**Q: Is the TSM in the Mac environment a true service that runs when no one is logged in to the server? It used to be an application that we had to launch whenever we had to restart the server.**

A: Now it is a true service—it runs using the “Launched” capability of OS X.

**Q: If our TSM “goes down” or is unavailable, will a test automatically bypass the TSM, or are we stuck until the TSM is running again?**

A: If the TSM goes down, testing stops. If the computers are configured to use a TSM, the TSM must be available.

**Q: Is there a way to provide failover TSM service? Or a quick way to redirect service if a server fails during the testing window?**

A: There is nothing built into the software.

**Q: Do we use an .msi file for installation?**

A: The INSIGHT and TSM installation file types vary by operating system:

- The Windows version uses an .exe file for the TSM and an .msi file for INSIGHT.
- The Mac (OS X) version uses a .dmg file for the TSM and a .pkg file for INSIGHT.

**Q: I tried removing the TSM and reinstalling it, but now I can’t seem to use it?**

A: Verify that the uninstallation process removed the TSM installation folder. On a Windows 7 machine, the folder is C:\Program Files (x86)\TestingSiteManager. After you remove the TSM, if this folder still exists, delete it before you reinstall the TSM.

**Q: Do we have to have a TSM server in each school, or can it be on a shared district server? If so, which approach do you recommend?**

A: It depends on your network's capacity and reliability—with a dedicated TSM server you can offload about 50% of the traffic from the Internet to your TSM.

Because student computers need uninterrupted connectivity to the TSM, we recommend one TSM per school. But, you may be able to share a TSM if you have enough network capacity.

**Q: To enable automatic updates, do we need to go to each student's computer?**

A: No. Just remember to enable automatic updates when you install the INSIGHT software. After installation, INSIGHT automatically checks for software updates and installs them whenever it is launched.

**Q: How are test responses received?**

A: It depends on whether you have TSMs installed and how they are configured.

**If you have a TSM installed and configured for content caching**

The students log in first. INSIGHT always contacts DRC to log in. After students log in, they download the test from the TSM and send test responses directly to DRC.

**If you have a TSM installed and configured for response caching**

If there is an interruption in internet connectivity, a student's testing computer starts sending the test responses to the TSM. The TSM tries to submit them to DRC every 15 minutes. The student continues sending responses to the TSM until the student completes the test, pauses, or exits and logs back in.

**Note:** Students cannot log back in while their responses are still on the TSM.

**If you do not have a TSM installed**

The student logs in by connecting with DRC. Tests are sent directly from DRC and responses are sent directly to DRC. If there is an Internet connectivity problem, the student is unable to continue testing.



**Q: How do I test that a TSM is working?**

A: Open the System Readiness Check application on a testing computer.

This software is in the install directory of the testing client. For example, on a Windows 7 machine, the software is located at C:\Program Files (x86)\DRC Online Assessment System\Readiness.exe.

To confirm that the TSM is being used, do the following:

1. Verify that the TSM settings are showing up in the System Readiness Check application.
2. Click **Execute Tests** in the System Readiness Check application.
- 3a. If you have content caching configured, check the results for Content Caching TSM Connection, Content Caching TSM Status, and Content Caching TSM Version.
- 3b. If you have response caching configured, check the results for Response Caching TSM Connection, Response Caching TSM Status, and Response Caching TSM Version.

These results tell you whether the testing client is set up correctly to work with a TSM. Verify that a TSM is being used and check the test details for more information.

4. Click on the desktop shortcut for DRC INSIGHT Online Assessments, select **Online Tools Training**, sign in, and take a training test to verify that you can connect to the TSM.

**Q: Can we install INSIGHT on one central server/computer and use shortcuts, or other links, to share it for testing across different machines?**

A: No. DRC assumes that INSIGHT is installed on each computer that will be used for testing. Any other configuration is unsupported and may produce unexpected results.

**Q: The sound for Text-To-Speech or Human Voice Audio does not work. What should I do?**

A: Run the System Readiness Checks and verify that the sound (Audio Capability) is working (see “Resolving System Readiness Required Tests” on page 90). Adjust the volume before testing.

**■ Load  
Simulation  
Testing  
Questions****Q: What is the Load Simulation Tool?**

A: This is a software tool that Technology Coordinators (TCs) can use to perform load simulations that help estimate the amount of time it will take to download tests and upload responses.

**Q: How many testing computers should we use for a simulation? Can we use just one?**

A: DRC recommends that you include all of the schools and all of the computer labs that will perform online testing. At each school, each simulation should include as many testing computers as possible to help you assess the school's readiness.

**Q: How many times should I run the simulation?**

A: DRC recommends that you run the simulation three times during the timeframe you have established for load simulation testing. Run it twice specifying the TSM as the source for form content and run it once specifying DRC as the source for form content (see "Load Simulation Testing" on page 74).

**Q: What metrics are reported?**

A: The load test simulation reports the following results for the individual testing computers:

- The source for the content, TSM, DRC, or client computer (based on configuration)
- The amount of time it took to load the test to the testing computer, on average.
- The time it took to submit the result to DRC.
- The combined time for the load test and submit result.

For more information and a description of the summary results, refer to the topic, "Load Simulation Testing" on page 74 in the Working with INSIGHT section.

### Common Technical Questions and Answers

This topic describes detailed resolutions to common technical support issues you may encounter, as well as tips, techniques, and workarounds to resolve them.

#### Question 1: I Don't Know What to Whitelist, Allow, or Unblock?

Here is a list of the items to include (for more information, see the topic “Network Requirements for Testing Computers” on page 14):

- Allow or enable http/https protocols on ports 80/443.
- Allow connectivity on ports 80 and 443.
- Whitelist the following file types, both internally and externally:
  - enc    exe (for updates)    gif    html    jar    jpeg    xml
- Prioritize and whitelist INSIGHT traffic on:
  - Firewalls    Internet packet shaper    routers    switches    proxies
  - Other network devices you use
- Allow whitelist access for content. Try these links in a browser window to see if you have access:

Link	Displays a blank page with a label similar to...
<a href="http://mi-insight-client.drcedirect.com/">http://mi-insight-client.drcedirect.com/</a>	insightwebdl01
<a href="https://mi-insight.drcedirect.com/">https://mi-insight.drcedirect.com/</a>	insightwebapp06
<a href="https://wbte.drcedirect.com">https://wbte.drcedirect.com</a>	no label

#### Notes:

- When whitelisting, you may need to use \*.drcedirect.com instead of mi-insight.drcedirect.com.
- Besides whitelisting these sites, you may need to allow sites to pass through the proxy server without requiring authentication credentials to be passed by INSIGHT.
- Each state uses its own URLs and IP addresses to communicate from the INSIGHT client (workstation) software to DRC servers, or from the TSM server to DRC servers.

State	URL	IP Address	Port/Protocol
Michigan	<a href="http://mi-insight-client.drcedirect.com">http://mi-insight-client.drcedirect.com</a>	50.58.190.61	8080/http; 8443/https
	<a href="https://mi-insight.drcedirect.com">https://mi-insight.drcedirect.com</a>	50.58.190.62	8080/http; 8443/https
	<a href="https://wbte.drcedirect.com">wbte.drcedirect.com</a>	50.58.190.53	8080/http; 8443/https

---

**Question 2: How Do I Update Test Forms in a TSM?**

---

To update your test forms, do the following:

1. Open the TSM by pasting the URL in a browser:

**http://localhost:8080/**

**Note:** The string **localhost** only works in this URL if you are using a browser on the computer where the TSM is installed.

2. Change **localhost** to the IP address or server name of the computer where the TSM is installed.
3. Select any optional media files (VSL, TTS, HVA) that need to be updated (if applicable).

**Note:** The Michigan K–1 Interim Assessment needs HVA, and all MI–Access needs both HVA and TTS.

4. If the status of any content changes to Out of Date, click the **Update** button.

**Note:** It takes awhile for the TSM to update. Wait for the screen to refresh and all of the content to display the status **Up to Date**.

---

---

### Question 3: Can We Mass Deploy the Test Software to All of the Student Computers?

Yes, but the details vary depending on which technology you use for deployment and the operating system to which you deploy. Basically, you can configure the installer using arguments when you deploy it in a non-interactive or silent mode. For technical details, see *Modifying the Setup File*.

#### Modifying the Setup File

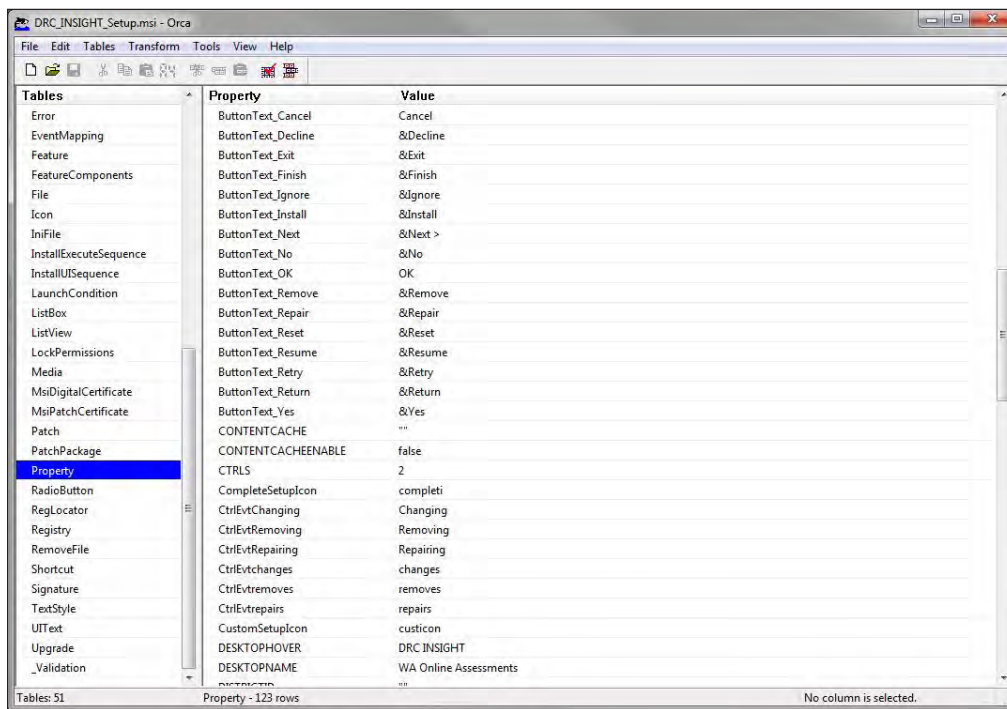
You can modify the DRC\_INSIGHT\_Setup.msi installation file to install your software on many machines using different installation settings. To modify the file, you need the ORCA installer package from the Windows SDK for Windows Installer Developers. this package is available at the following location:

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=3138>.

After installing the Windows SDK Components for Windows Installer Developers, you must double-click Orca.msi to install the Orca.exe file.

To modify the setup file, do the following:

1. Start Orca.
2. Select **File–Open** and open the MSI installer.
3. Select **Property–Table** to open the Property table (see Figure B-1). You make all of your changes in this table.



Tables	Property	Value
Error	ButtonText_Cancel	Cancel
EventMapping	ButtonText_Decline	&Decline
Feature	ButtonText_Exit	&Exit
FeatureComponents	ButtonText_Finish	&Finish
File	ButtonText_Ignore	&Ignore
Icon	ButtonText_Install	&Install
IniFile	ButtonText_Next	&Next >
InstallExecuteSequence	ButtonText_No	&No
InstallUISequence	ButtonText_OK	OK
LaunchCondition	ButtonText_Remove	&Remove
ListBox	ButtonText_Repair	&Repair
ListView	ButtonText_Reset	&Reset
LockPermissions	ButtonText_Resume	&Resume
Media	ButtonText_Retry	&Retry
MsiDigitalCertificate	ButtonText_Return	&Return
MsiPatchCertificate	ButtonText_Yes	&Yes
Patch	CONTENTCACHE	""
PatchPackage	CONTENTCACHEENABLE	false
Property	CTRLS	2
RadioButton	CompleteSetupIcon	completi
RegLocator	CtrlEvtChanging	Changing
Registry	CtrlEvtRemoving	Removing
RemoveFile	CtrlEvtRepairing	Repairing
Shortcut	CtrlEvtchanges	changes
Signature	CtrlEvtremoves	removes
TextStyle	CtrlEvtrepairs	repairs
UIText	CustomSetupIcon	custicon
Upgrade	DESKTOPHOVER	DRC INSIGHT
_Validation	DESKTOPNAME	WA Online Assessments
		""

Tables: 51      Property - 123 rows      No column is selected.

Figure B–1: Property Table

4. Steps 4a–4c list some different properties you may want to change. To make a change, double-click on the value of the property, enter your value, and click **Enter**.

**Note:** Make sure that there are no spaces before your input—do not put spaces in front of any attribute that you modify.

- a. AUTOUPDATEFLAG turns automatic updates on or off. Set this false to disable the automatic update feature. Set this to true to enable the automatic update feature.
- b. ENABLELCS tells INSIGHT whether you are using a TSM. Set this to false to disable a TSM. Set this to true to enable a TSM.
- c. LCSURL is the IP address or name of the TSM server that caches test responses. The default value is `https://localhost:8443/`

Replace localhost with the IP address or server name of the machine where the TSM is installed.

5. After you have made all your changes, save the file and overwrite the original DRC\_INSIGHT\_Setup.msi file.

#### **Silent Install Example**

The following example shows the syntax you would use to install INSIGHT silently.\*

**DRC\_INSIGHT\_Setup.msi /qn**

#### **Silent Uninstall Example**

The following example shows the syntax you would use to uninstall INSIGHT silently.\*

**msiexec /x DRC\_INSIGHT\_Setup.msi /qn**

\*For Microsoft Windows 8, use /qb instead of /qn.

---

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**Notes:**



Data Recognition Corporation (DRC)  
13490 Bass Lake Road  
Maple Grove, MN 55311

Direct: 1-866-593-9196  
Website: <https://mi.drcedirect.com/default.aspx>  
Email: [misupport@datarecognitioncorp.com](mailto:misupport@datarecognitioncorp.com)  
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